

RICHMOND POLICE DEPARTMENT



11-11

DIVISION OF EMERGENCY COMMUNICATIONS OPERATING MANUAL

Rodney D. Moore

Chief of Police or Designee

2/1/2008

Introduction

The need for uniformity in Law Enforcement Communications policies and procedures resulted in the preparation of this manual. This Operations Manual identifies and promotes the standards set forth by the City of Richmond, Richmond Police Department, and Division of Emergency Communications. It serves as a guideline for the policies and procedures of the Police Department, Fire Department, Emergency Medical Service and other internal and external customers. Communications Officers need instruction, practice, and continuing training related to the equipment, policies and protocols involved in public safety communications functions to ensure skill and proficiency in all areas. Standard operating procedures save time, reduce confusion and provide structure and continuity.

It is recognized that rules, regulations, policies or procedures cannot be established for each and every specific action or circumstance that is encountered in the operation of the Division. However, in emergency situations, the employee is expected to use his/her discretion, governed by sound judgment, based on established guidelines. Negligence or divergence from the proper performance of duty reflects unfavorably on the Department. It is incumbent on all personnel to conduct themselves in an exemplary manner, maintaining the high standards of performance the citizens of Richmond expect and deserve.

These rules and regulations are subordinate to the City Charter, state law, all City Ordinances, and the City Personnel Rules. Nothing herein shall be construed to be in conflict, or in any manner, contradictory to the aforementioned. All division members are encouraged to familiarize themselves with this manual, the Police Department General Orders Manual, the City Personnel Rules and Administrative Regulations, and follow the procedures and rules as outlined in those policies.

The Mission

The mission of the Division of Emergency Communications is to provide timely, accurate, competent and courteous communications services to citizens of Richmond who are in need of emergency assistance and other service. To provide communications services to the Fire Department, Police Department, Richmond Ambulance Authority and other governmental units in a manner that assists those agencies in carrying out their responsibilities.

The Values

- Saving lives will always take precedence over all other responsibilities.
- We treat every person with dignity, compassion, and patience. While we recognize that crisis situations require the highest level of skill and understanding to provide effective communications services, we strive at all times to exhibit that highest level of skill
- We respect the constitutional rights of all persons and never engage in any activity that violates those rights.
- We believe that all people are entitled to and deserving of equal access to emergency services.
- We consider accuracy and timeliness as two of the highest standards of effective performance.
- We strive to foster a positive work environment within the division and are committed to the growth and development of each employee. Each employee recognizes the importance of team

work and the necessity for the professional support of other employees of the division in the work environment.

- We value honest and fairness in our dealings with one another. We value and seek to foster mutual respect and confidence within the division.

Tenets of Professional Conduct for City of Richmond Employees

Employees of the City of Richmond are ambassadors for the city and must adhere to the highest standards of conduct and service as outlined in the city's Mission Statement and Guiding Principles.

Mission:

The mission of the City of Richmond is to be a world class city that offers a safe, supportive, and culturally diverse environment for citizens and businesses; superior education, human resources and community development systems; a high performance government; and leadership that challenges and empowers its citizens and employees to achieve their highest potential.

Guiding Principles:

- Focus on community defined needs, recognizing that resources belong to the people.
- With honesty and integrity, ensure equal access to all city services.
- Respect diversity and community values.
- Know and understand who our customers are, externally and internally.

Expectations on Professional Conduct:

Every city employee is expected to act in a professional manner at all times and to follow these tenets:

- Recognize that your mission is to provide the highest quality of service possible.
- Treat every individual with respect and courtesy.
- Resolve any inquiry or complaint as expeditiously as possible. Request immediate assistance from your supervisor if unable to resolve the issue.
- Maintain the highest degree of honesty and integrity. Report any incident that may reflect on the honesty or integrity of the city to your supervisor.
- Raise any legitimate concern in a professional manner and through established channels of responsibility.
- Ensure an accurate and thorough decision-making process, discussing the merits of a policy or procedure in the appropriate forum and in a reasonable and professional manner. Once a decision is made by the appropriate authority, implement that decision fully, without negative comment.

Standards of Conduct

Employees of the Division of Emergency Communications will act in a professional manner. Employees will carry out their duties in a prompt, courteous and efficient manner and will, at all times, act with integrity and with respect to the Mission, Guiding Principles, Tenets of Professional Conduct, Police Department Mission and all relevant city, department and division rules and regulations.

1. Dependability is an important attribute for an employee for the Division of Emergency Communications. Employees should be prompt in reporting for duty, diligent in their adherence to break policies, and judicious in their compliance with the leave policies of the city and communications division.
2. Employees of the division act in a position of trust on behalf of all the citizens of Richmond. Employees shall always conduct themselves in a manner which reflects positively on the division and in a manner which does not betray nor give the appearance of betraying the public trust. Beyond city pay and benefits employees must never seek to benefit materially from their positions.
3. The DEC is an emergency operation and requires the full, competent and professional attention of each employee. Employees will act in a quiet, civil, courteous and orderly manner at all times while inside or in the immediate vicinity of the communications center. Employees will not use profane, abusive, uncivil, indecent, or discriminatory language. Employees will treat fellow employees and the public with respect and will at all times act in a manner free from bias of any kind. Employees will strictly adhere to the provisions of the Substance Abuse Policy. Employees will promptly and efficiently make the appropriate referral and/or assignment of a citizen request or other request for service. Employees will accurately enter all calls for service into the Computer Aided Dispatch System (CADS). Employees will be alert when reporting for duty and will remain alert and fully attentive while on duty. Employees will, at all times, act in a manner which contributes to the emergency operations of the division.
4. Teamwork promotes and facilitates the mission of the division. Employees shall refrain from entering into discussions of the personal affairs of other employees and unduly criticizing other employees. Employees will be cooperative and actively assist others in the performance of division work. Employees should demonstrate initiative in constructively resolving issues with fellow employees.
5. Employees must be discrete in the handling of division data and information. Employees shall become familiar with VCIN, NCIC, and DMV rules about the handling of confidential information and data. Employees shall treat all data, information and other communications as confidential. The use of any data or information for any purpose not directly related to the business of the division or department is strictly prohibited. Employees shall not bring and/or use any video, audio, data or other recording or photographing device on the communications property without the permission of the Officer-in-Charge of the division or the Chief of Police.
6. Employees shall report promptly their arrest, or the receipt of a summons for any violation of the Virginia Criminal Code to the Chief of Police through proper channels. Revocation or suspension of an employee's operator's license shall be reported to the Chief of Police immediately. Employees are also required to report the receipt of any lawsuit papers or any civil process which they may receive because of actions which they may have taken in their capacity as a city or department employee.
7. Employees are prohibited from possessing or storing a firearm or any other weapon on City of Richmond property.
8. Uniformed non-sworn employees shall keep their uniforms clean and pressed. They shall wear polished regulation shoes. The wearing of the uniform shall be in conformance General Order 801-3, Grooming and Personal Appearance Policy. No mixture of civilian clothing with uniform is permitted either on duty or off duty, except as provided by department policy and procedure.

- 9 Members of the department shall not criticize the actions or orders of a supervisor in a manner that the member knows or reasonably should know, would adversely affect the good order, efficiency or discipline of the department.
- 10 Employees shall communicate to their commanding officer, any violation of the rules and regulations, the infraction of which would bring discredit to the department.

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

The Purpose of this directive is to establish a basis of conduct for members of the Division of Emergency Communications. (Refer to General Order 1-1, Code of Conduct). The employees of the Division of Emergency Communication s will effectively and efficiently perform the functions and duties of the division and shall perform such other lawful functions and duties as assigned to them by the OIC, Operations Manager and their respective Communications Supervisors. They shall comply with these rules and regulations and all orders, directives and regulations issued by the Chief of Police.

All employees are required to carry out orders and directives professionally with promptness and intelligence. Willful and unjustified failure to follow directives may result in disciplinary action.

Employees shall conduct themselves by the ordinary rules of good behavior observed by law-abiding citizens and shall not engage in any activity which tends to cast improper reflection upon the division.

Members of the division shall conduct themselves in a quiet, civil, and orderly manner at all times. They shall refrain from the use of indecent, profane, or inappropriate language or conversation.

Employees shall not make false official reports nor knowingly record any false, inaccurate, or improper information in any of the division's books, terminals, records or reports.

Employees will be alert and prepared at all times while on duty. The use of intoxicating beverages or unauthorized drugs or substances is forbidden on duty or while on City of Richmond property. (See Substance Abuse Policy).

Prior to leaving an assigned workstation, employees will secure approval and be properly relieved.

Employees will exercise courtesy, respect and good judgment when interacting with internal and external customers as well as with one another. Employees shall control their tempers and exercise the utmost patience and discretion, and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, and in interaction with co-workers, employees shall not use coarse, violent, profane or insolent language, and shall not express any prejudice concerning, race, religion, politics, national origin, lifestyle or similar personal characteristics. No employee shall make any statement or report or commit any act that tends to interfere with or obstruct the performance of the functions of the division; that disrupts the conduct, management, or operations of the division; that tends to create dissension among the members of the division or that tends to bring the division or the department into disrepute.

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

1. Violation of Rules - Non-sworn employees of the police department shall not commit or omit any acts that constitute a violation of any of the rules, regulations, directives, policies and procedures or orders of the department. It shall be the responsibility of each member of the Richmond Police Department to comply with the Rules of Conduct.

2. Unbecoming Conduct – Non-sworn employees shall conduct themselves at all times, both on and off duty in such a manner as to reflect favorably on the department. Conduct unbecoming as employee shall include that, which brings the department into disrepute or reflects discredit upon the officer as a member of the department, or that, which impairs the operation, or efficiency of the department or employee.

3. Immoral Conduct – Non-sworn employees shall maintain a level of moral conduct in their personal and business affairs that is in keeping with the highest standards of the law enforcement profession. Non-sworn employees shall not participate in any incident involving moral turpitude which impairs their ability to perform or causes the department to be brought into disrepute.

4. Conformance to Laws

– Non-sworn employees shall obey all laws of the United States and of any state and local jurisdiction in which the employees are present. Conviction of a crime involving moral turpitude will constitute a basis for disciplinary action up to and including forfeiture of employment. Additionally, any other conviction of the violation of a law shall be prima facie evidence of a violation of this section. Any member of the department who is charged with a traffic infraction (excluding parking violations), or learns that he or she may be the defendant in any criminal action, shall report such action to the Chief of Police without delay. The police General Orders manual outlines the responsibilities of employees who have been served with lawsuit papers.

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

5. Neglect of Duty – Employees, while on duty, shall not engage in any activities or personal business which would cause them to neglect or be inattentive to duty.

6. Fictitious Illness or Injury Reports – Employees shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the department as to the condition of their health.

7. Sleeping on Duty – Employees shall remain awake while on duty. If unable to do so, they shall so report to their supervisor, who shall determine the proper course of action.

8. Unsatisfactory Performance – Employees shall maintain sufficient competency to properly perform their duties and assume their positions. Employees shall perform their duties in a manner which will maintain the highest standards of efficiency to carrying out the functions and objectives of the department. Unsatisfactory performance may be demonstrated by a lack of knowledge; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for their classification, grade or position; the failure to take appropriate action based on the situation or occasion. In addition, the following will be considered prima facie evidence of unsatisfactory performance; repeated poor evaluations or a written record of repeated infractions of rules, regulations, directives or orders of the department.

9. Off-duty Employment – Non-sworn employees may engage in off-duty employment subject to the limitations and conditions set for the in the General Order Manual. Approval may be denied where it appears that the outside employment might: render the employee unavailable during an emergency, physically or mentally exhaust the employee to the point that their performance may be affected, require that any special consideration be given to scheduling of the employee's regular duty hours, or bring the department into disrepute or impair the operation or efficiency of the department or employee.

10. Possession and Use of Alcohol and Drugs – Non-sworn employees shall not possess or use any controlled substances, narcotics, or hallucinogens except when prescribed in the treatment of the employee by a physician or dentist. If an employee is required to take drugs, it shall be his/her responsibility to ascertain if the drug could affect or impair his/her ability to perform his/her duty. If so, the employee shall notify his supervisor. Non-sworn employees shall not consume intoxicating beverages while on duty or while in uniform. Non-sworn employees, while off duty, shall refrain from consuming intoxicating beverages to the extent that it results in impairment, intoxication, or obnoxious or offensive behavior which discredits them or the department, or renders the employee unfit to report for their next regular tour of duty.

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

11. Insubordination / Conflicting or Illegal Orders – Employees shall promptly obey any lawful orders of a supervisor. This includes orders relayed from a supervisor by an employee of the same or lesser classification. Employees who are given an otherwise proper order which is in conflict with a previous order, rule, regulation or directive, shall respectfully inform the supervisor issuing the order of the conflict. If the supervisor does not alter or retract the order, the order shall stand. Under these circumstances, the responsibility for the conflict shall be upon the supervisor. Employees shall obey the conflicting order and shall not be held responsible for disobedience of the order, rule, regulation or directive previously issued.

12. Gifts and Gratuities – It is against City policy for any employee to accept any gift of value from any person or firm interested in business dealings with the City. Every member of the department is prohibited from accepting free or discounted foods, goods, or services when such offers are as a result of their employment with the Police Department. Every member of the department is prohibited from receiving or accepting, directly or indirectly, any gift or present from any person engaged in or suspected of any illegal activity.

13. Care of Division Property & Cleanliness – All property issued to and used by employees shall be handled with every care to prevent its damage or destruction. Each employee is responsible for the contents of this manual and shall keep the manual in good condition, updated and available for inspection at all times. Supervisors should review updates new and updated directives with subordinates. Each employee will initial the PD-84 Form acknowledging receipt of the directive. New and updated directives are available to each employee electronically on the department's "X" drive under "Publications". The communications building and its furnishings are to be preserved with care. Defacing the walls, furniture, consoles, or any other part of the building is forbidden. Individual workstations and all other areas in the operations center shall be kept clean and free of clutter. Employees are responsible for daily cleaning of the work area and disposal of all trash accumulated during their shift. All necessary maintenance of division property will be performed by qualified service technicians or authorized personnel only.

14. Abuse of Position – Employees shall not use their official position or official identification cards for personal or financial gain; to obtain privileges not otherwise available to them or for avoiding consequences of illegal acts. Employees shall not loan their identification cards to another person or permit them to be photographed or reproduced without the approval of the Chief of Police. Employees shall not recommend or suggest, except in the transaction of personal business, the use or procurement of a particular product, professional service or commercial service (attorney, ambulance service, towing service, bondsman, etc.)

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

15. Identification – Non-sworn employees shall carry their identification cards on their person at all times, except when impractical or dangerous to their safety. They shall furnish their name to any person requesting that information when they are on duty or acting in an official capacity, except when withholding such information is necessary for the performance of their duties or is authorized by proper authority. Employees shall display their identification card when on duty in the communications center and at other times when necessary in the course of department business.

16. Citizen Complaints – It is the responsibility of each department employee to facilitate the courteous and prompt receipt and processing of citizen complaints. Employees will not interfere, discourage or delay the making of a complaint by a citizen. Employees will not interfere, discourage or delay the investigation of citizen complaints.

17. Associations – Employees shall avoid regular or continuous associations or dealings with persons whom they know, or should know, are persons under criminal investigation or indictment, or who have a reputation in the community or in the department for present involvement in felonious or criminal behavior, except where such association is unavoidable because of other personal relationships of the employee.

18. Visiting Prohibited Establishments - Employees shall not knowingly visit, enter or frequent a house of prostitution, gambling house, drug house, or establishment where the laws of the United States, the state, or the local jurisdiction are regularly violated. Employees shall not engage or participate in any form of illegal gambling at any time. The purchase of lottery tickets by department personnel, while on duty in uniform is prohibited.

19. Public Statements and Appearances - Employees will not publicly criticize or ridicule the department, its policies, or other employees by speech, writing, or other expression, where such speech, writing or other expression is defamatory, obscene, unlawful, undermines the effectiveness of the department, interferes with the maintenance of discipline, or is made with reckless disregard for truth. Employees shall not address public gatherings, appear on radio or television, prepare any article for publication, act as a correspondent for a newspaper, magazine or periodical, release or divulge investigative information or any other matters of the department while holding themselves out as representatives of the department in such matters, without proper authority. Employees may lecture on police or other related subjects as representatives of the department, only with the prior approval of the Chief of Police.

Subject: RULES OF CONDUCT	Series 1	Number 1	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

20. **Payment of Debts** – Employees should not undertake financial obligations which they know or should know they will be unable to meet. Employees should pay their debts when due. An isolated instance of financial irresponsibility will not be grounds for discipline. However, repeated instances of financial difficulty which lead to garnishment or other action involving the employee's pay may result in disciplinary action.

21. **Change in Status** – Employees shall, within twenty-four hours after changing residence, notify the Chief of Police of their new address, and change in telephone number, if any. Employees shall report any change in domestic status (marriage, divorce, legal separation, death of spouse) to the Chief of Police by the employee's next workday.

22. **Dissemination of Information** – Employees shall treat the official business of the department as confidential. Employees may remove or copy official records or reports from a police installation only with the permission of the Officer-In-Charge of the division having responsibility for the record or report. Information regarding the official business of the department will only be disseminated to those for whom it is intended. Employees shall not divulge the identity of persons giving confidential information except as authorized by proper authority. The name, address, or telephone number of a refused complainant may be provided to City of Richmond sworn personnel by a communications supervisor. The dissemination of that information shall be properly documented by the supervisor on the daily roster.

23. **Temporary Relief from Duty** – Any supervisor may temporarily relieve an employee from duty for a period of not more than one work day on the grounds that the employee is unfit for duty. Unfit for duty may include any physical or mental condition which may, in the judgement of the supervisor, render the employee incapable of adequately performing duties, or performing them in such a way as to embarrass or discredit the department or jeopardize the safety of any person or property. The supervisor will immediately notify his/her supervisor when taking action under this section.

Under normal circumstances, and Officer-in-Charge, Precinct Captain, Major or the Chief of Police can require an employee who has been relieved from duty to surrender department issued equipment. In extenuating or emergency circumstances, a supervisor of lesser rank than those listed, may require the surrender of department issued equipment.

Subject: DUTY ASSIGNMENTS	Series 1	Number 2	Revised 02/01/08	
----------------------------------	-----------------	-----------------	-------------------------	--

Non-sworn employees shall report for duty at the time and place required by assignment and orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of their duties. They

Employees should be at their assigned position no sooner than 5 minutes before and no later than their scheduled duty time. They should be properly prepared to assume their responsibilities and duties; having needed supplies, equipment and having received any and all pertinent information from the employee they are relieving. This includes information on important occurrences during the past tour of duty, present conditions, and any special situation or expected event.

The hours of duty are:

Midnight Shift:	2330 hours to 0730 hours
Day Shift:	0730 hours to 1530 hours
Evening Shift:	1530 hours to 2330 hours

No other schedule is authorized unless approved by the Officer-In-Charge of Emergency Communications or his/her designee.

- Communications Officers will not enter the operations center more than 5 minutes before the assigned relief time. This time will be used for briefing the on-coming shift. The CAD system clock will determine proper relief time.
- Communications Supervisors and Assistant Supervisors, due to the need for planning and assignment scheduling, are not included in the 5-minute rule as indicated above.
- All Communications Officers shall be assigned to a relief. The OIC or his/her designee will authorize any change to the assigned days of duty or work schedule.

Subject: COMMUNICATIONS CENTER SECURITY	Series 1	Number 3	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

The Division of Emergency Communications is a critical function for the citizens of the City of Richmond. Because of this, the following security procedures for the center will be followed:

1. The gated barbed wire fence at the entrance to the DEC compound will remain closed at all times.
2. Employees entering the grounds will utilize their pass cards at the card reader located outside the gate.
3. Employees will enter the building through the employee entrance, using their pass cards to gain access. Once inside the building employees will use pass cards where access is permitted and supervisors will use keys where entry is restricted.
4. The on-duty supervisor, telephone section supervisor and Administrative Officer will monitor internal and external cameras.
5. Department identification shall be worn and prominently displayed at all times while on duty and inside of the communications center.

Due to the nature of the work performed and the accessibility of confidential files and information, the division is a restricted facility. Generally, access to the communications center is restricted to on-duty DEC personnel, DEC personnel reporting to or coming from duty and the command staffs of the Police and Fire departments, DPW administration and RAA administration.

All on-duty operations supervisors are responsible for ensuring that access into the center is restricted to authorized personnel only. Visitors may obtain entry by sounding the bell located at the card reader in front of the gate outside the compound. After being satisfied of the visitor's identity and purpose, the on-duty supervisor or Administrative Officer will allow access through the gates and the entrance doors located at the front of the building. In the absence of the Administrative Officer, visitors should be met at the front of the building, signed in, provided with a visitors badge and escorted to their destination in the building. Upon leaving the building, visitors must sign out and return the visitors badge. If the Administrative Officer or operations supervisor is unable to determine or verify the identity or purpose of a visitor, the visitor will not be allowed into the compound.

Subject: EQUIPMENT FAILURE AND TESTING	Series 1	Number 4	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

Monthly tests are conducted on generators, the 9-1-1 transfer switch between Henrico County ECC and Richmond DEC, portable radios and cellular telephones.

In the event of a communications failure, the following will occur:

1. The on-duty supervisor(s), with the assistance of selected personnel, will distribute the contents of the DEC crash kits (crash kit envelopes, cellular telephones and hand held radios)
2. In the event of a power failure, the UPS system will provide power, back-up generators may also be utilized.
3. In the event of telephone service failure, all calls will be transferred to Henrico County ECC via the 9-1-1 transfer switch. Emergency calls may be relayed back to communications by cell phone and dispatched via portable radios.
4. in the event of a CAD System failure, calls will be written on back-up cards found in the creash kit and entered into CAD at a later time. The Department of Information Technology (DIT) has a back-up file for all CAD reports should any CAD files be lost.
5. Should it become necessary to evacuate the communications center, DEC personnel and supervisors will report to Henrico County ECC where city calls will be received and dispatched.

Subject: DUTIES AND RESPONSIBILITIES	Series 1	Number 5	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

The Officer-in-Charge (OIC) of Emergency Communications commands the division under the supervision of the Deputy Chief of Administration and the direction of the Chief of Police. He/she will enforce rules and regulations, plan, organize and direct the operation of the communications center. The OIC directs all procurements and expenditures, manages general fund and special fund budgets, and is responsible for the fiscal management of the division.

The Executive Officer (XO) is the second in command position in the division. The XO is responsible for management oversight of daily functions of the operations center. The XO supervised the Communications Platoon Supervisors.

The Communications Supervisor of the operations center has general supervision and control of all personnel assigned to his/her respective shift. He/she shall, at a minimum, plan, organize and oversee the work of the communications personnel; carry out the policies, procedures, and directives of the department, and ensure the development of employees. The Communications Supervisor is responsible for the overall order, efficiency and discipline of the personnel under his/her command.

The Assistant Communications Supervisor shall have immediate supervision and control of all personnel assigned to his/her particular section. He/she shall assist the Communications Supervisor of his/her relief with the duties outlined above. In addition, his/her duties shall include the following:

- Supervision of the work of personnel assigned to the telephone consoles and data room
- Supervision of the work of personnel assigned to the police radio consoles, fire radio console and DPW radio console.
- Monitoring of telephone conversations and radio transmissions conducted by employees, correcting errors or improper procedure when necessary.
- Conducting on-the-job training and management oversight of employee efficiency, routinely reviewing the handling and recording of calls for service.
- Generally working to improve the professionalism of the operations and the morale of personnel.
- Management of special assignments and tasks when directed by a supervisor, the Officer-in-Charge, or his/her designee.

Communications Officers are responsible for the smooth, efficient, and professional handling of calls for service. He/she shall have a complete knowledge of the rules, regulations and directives of the division, the department, the City of Richmond, the Federal Communications Commission (FCC), as well as applicable local, state, and federal laws and ordinances. He/she shall display good judgment, common sense, and be able to make quick and positive decisions in emergency situations.

Subject: ON DUTY & NON-WORK RELATED INJURIES AND ILLNESS	Series 1	Number 6	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

The purpose of this directive is to establish the policy and procedure for work and non-work related injuries and illness. It is the policy of the Richmond Police Department to provide medical treatment for any employee injured while on duty at no cost to the employee, and furnish uniform guidelines for handling non-work related injuries and illnesses of a major or series nature.

Definitions:

- On-duty/work related injuries or illness – any injury caused as a result of the work at the employer’s facility. This also includes certain occupational illnesses.
- Non-work related injuries or illness – an injury or illness that may happen that was not caused by the work the employee performed at the employer’s facility.
- Light/restricted duty assignment – a temporary assignment for an employee, who, because of an on-duty or off-duty injury or illness, is experiencing a short term, or, in some cases, a long term disability.
- Panel physician – a medical doctor who is part of a group of physicians under contract with the City of Richmond to treat work related injuries and/or illnesses.
- Occupational Health Unit – OPH certifies injured or ill employees back to duty, performs management requested physical examinations, and posts blood borne pathogen exposure activities.

Subject: LEAVE POLICIES	Series 1	Number 7	Revised 02/01/08	
--------------------------------	-----------------	-----------------	-------------------------	--

The City of Richmond grants a variety of leave benefits to its employees. Should emergencies arise and the requirements of the city demand it, leave benefits may be temporarily suspended in order to meet those manpower requirements.

All leave applications shall be calculated in hours. Vacation leave and sick leave shall not be charged in less than one-half hour units. Neither vacation nor sick leave will be granted until earned by the employee. City of Richmond Personnel Rules provide that vacation and sick leave may not accrue during the periods when an employee has been in an unauthorized leave or approved leave without pay status (one hour or more) during a pay period.

Sick Leave:

Sick leave is granted to help protect an employee against loss of salary when illness makes it impossible to work. Sick leave is not a right. Sick leave is a benefit and is available only under conditions set forth by the city and the division and when approved by the OIC. Generally the use of sick leave is governed by the Personnel Rules of the city. The following rules further define the use of sick leave by division employees:

- Each employee shall be credited with sick leave at the rate of three point seven (3.7) hours for each biweekly cycle of service. An employee may accrue an unlimited amount of sick leave.
- Whenever an employee is incapacitated and unable to work due to injury or illness, he/she shall notify his/her supervisor at least one hour prior to reporting time. Employees must make this notification each day or shift that the employee is absent.
- When an employee has been off duty on sick leave and is ready to return to duty, the employee will notify the on duty supervisor at least one hour prior to the start of the employee's next assigned work shift.
- If an employee is absent three or more days, he/she will be required to bring in a doctor's slip.
- If a supervisor suspects that an employee is using sick leave inappropriately, the supervisor may require the employee to bring a doctor's slip for each occurrence.
- When required, a physician's certificate should be provided stating the period of time the employee was incapacitated for duty.
- If an employee does not earn vacation or sick leave for a particular pay period, the employee's Leave Record shall be marked accordingly. No employee should receive credit for leave hours taken, if those hours have not been accumulated prior to the request.

Subject: LEAVE POLICIES	Series 1	Number 7	Revised 02/01/08	
--------------------------------	-----------------	-----------------	-------------------------	--

- Sick leave may be granted when an employee must be absent from duty due to serious illness in the employee's immediate family. The immediate family includes the employee's mother, father, spouse, child, foster child, brother, sister, or legal ward of the employee. All applications for "sick family" leave, must be accompanied by a memorandum that explains and justifies the employee's need to be with the family member. The city's Family and Medical Leave Act Policy can be found in the city Personnel Manual, Administrative Regulation 4025. It further explains the requirements and benefits under this act.

Compensatory Leave/Time Requirements:

Under the guidelines of the Fair Labor Standards Act, compensatory time may be given in lieu of overtime.

- The rate of compensatory time is one and one half hours for each hour of overtime worked. Supervisors shall use the Overtime Sheet (PD-20) to record the amount of compensatory time earned and granted to each employee. Any compensatory time earned and granted to the employee must also be recorded on his/her Leave Record.
- Time and a half does not begin until after an employee has worked 80 hours (10 days or the equivalent) during the regular pay cycle. An employee must be in work status a total of 80 hours before earning time and a half. Court time will not have any effect on regular hours worked. Military leave, vacation leave, sick leave, compensatory time, FMLA leave and leave without pay will not be counted as regular hours.
- The maximum amount of compensatory time that an employee can accumulate at anytime is 240 hours for general employees.
- Civilian employees whose positions are classified as exempt are not eligible to earn overtime or compensatory time.

Vacation Leave

The primary purpose of vacation is to provide the employee an opportunity for rest and relaxation and for returning to work refreshed. Because of the demands on the division staffing, it is necessary to develop a vacation leave schedule for each calendar year. To allow maximum flexibility to employees and meet the scheduling requirements of the division, the annual vacation selections for all employees will begin after December 15th of each year.

- Employees will make their annual vacation selections in decreasing order of seniority with the DEC.
- Employees assigned to First Platoon will make their selections with the First Platoon.
- Second and Third Platoon employees' names will be combined in order of DEC seniority and selections will be made from the combined list.

Subject: LEAVE POLICIES	Series 1	Number 7	Revised 02/01/08	
--------------------------------	-----------------	-----------------	-------------------------	--

- Employees will have three opportunities to select annual vacation leave.
- Selection must be for consecutive days, and the total amount of leave for all three selections, may not exceed the total amount of vacation leave (12, 14, 17, 21 or 24 days) that the employee will earn during that year.
- The total amount of your leave balance, excluding sick leave, as of December 31, and vacation time which you will earn by the time of your request, will be available for your use.
- Normally, one employee will be on annual leave per shift (day, evening, midnight). Exemptions may be granted by the OIC of the division or his/her designee.
- Other requests for days off will be granted based on staffing requirements and available leave at the time of the request.
- Employees who will not have appropriate leave time to take requested time off will be instructed to cancel all or part of the requested leave.
- Two weeks notice is required to cancel any part of an annual vacation selection. If the required notice is not provided, the employee will take the leave time previously scheduled. The OIC may consider written requests to cancel leave with less than two weeks notice.
- Employees are required to provide forty-eight hours notice when canceling other vacation requests.

Vacation Leave Accrual:

- Less than 5 years of service - 3.7 hours biweekly
- Five to ten years of service - 4.6 hours biweekly
- Ten to fifteen years of service - 5.5 hours biweekly
- Fifteen to twenty years of service - 6.6 hours biweekly
- Twenty and over years - 7.4 hours biweekly

Military Leave

Employees are granted 15 days per calendar year (January-December) for military leave. Military leave time is not calculated in number of hours, it is given in days. When an employee submits a request for military leave, the documents should be in the following order:

- Application for Leave
- PD-92 (Military Leave Record Sheet)
- Military orders
- The original plus four copies of each document must be submitted in package form to the Deputy Chief – Executive Officer for distribution.

Subject: PROHIBITED CONDUCT IN THE WORKPLACE	Series 1	Number 8	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

The Division of Emergency Communications is committed to providing a quality work environment that is both conducive to optimal employee performance and free from discrimination, intimidation and hostility of any kind.

The division is dedicated to the city's stringent policy prohibiting any discrimination or harassment related to any employee's race, color, religion, national origin, sex, age, or sexual preference. The division is also committed to prohibiting any offensive behavior or conduct which subjects another employee to intimidation, hostility, insult, humiliation, or ridicule in the workplace. Such behaviors represent specific forms of employment discrimination and are unlawful employment practices. Such practices present potential financial liability to the city, and are hereby prohibited and subject to disciplinary sanctions.

Sexual Harassment – is any unwelcome sexual advance, request for sexual favor, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to, touching, pinching, constant brushing against the body, and any physical contact of a sexual nature. It would also include any offensive behavior of a sexual nature.

Offensive Behavior – is any physical contact or verbal action that has the purpose or effect of creating a hostile, offensive, or intimidating work environment. Offensive behavior includes, but is not limited to, sexual, racial, ethnic, religious, or sexual preference jokes, comments, insults, cartoons, or innuendos that have the purpose or effect of offending an employee.

Subject: PROHIBITED CONDUCT IN THE WORKPLACE	Series 1	Number 8	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

The Division of Emergency Communications will not tolerate within the workplace, any form of employment discrimination, sexual harassment, or offensive behavior relating to any employee's race, color, national origin, sex, age, or sexual preference. Any employee who engages in such conduct or who encourages such behavior by other employees, will be subject to severe disciplinary action, up to and including termination of employment.

Procedure:

- Whenever possible, employees who experience discrimination, harassment, or offensive behavior should make it clear to the offending person that such behavior is unacceptable. Upon occurrence of such behavior, the employee should bring the matter to the attention of his/her immediate supervisor. If the offended employee is, for any reason, unable to report the violation to his/her supervisor, said report should be made to the OIC of the division. The OIC or supervisor will investigate all reported allegations of discrimination, harassment, or offensive behavior. In those incidents where a violation has been shown to have occurred, take immediate and corrective action to remedy the situation, eliminate the undesired behavior and prevent its recurrence.
- All supervisors of the division have a duty to assist in efforts to investigate all reported complaints. In addition, supervisors will take immediate and appropriate corrective action on those complaints where a violation of this policy has been shown to have occurred. Supervisors who allow violations to continue or who fail to take appropriate corrective action when a violation is reported, will be considered a party to the violation and will also be subject to discipline. Such discipline may range from demotion from the supervisory position up to and including termination of employment.
- Supervisors will familiarize the employees with the prohibitions and sanctions contained in this policy. In an effort to prevent sexual harassment and offensive behavior from occurring within the division, supervisors should also take affirmative steps to sensitize their employees to the unlawful nature of such conduct and express strong disapproval of said conduct.

Subject: OVERTIME	Series 1	Number 9	Revised 02/01/08	
--------------------------	-----------------	-----------------	-------------------------	--

The Division of Emergency Communications, as an emergency operations center, is required to have minimum staffing levels at all times. To meet these needs, a system of mandatory overtime is currently required.

Subject: EMPLOYEE BREAKS	Series 1	Number 10	Revised 02/01/08	
---------------------------------	-----------------	------------------	-------------------------	--

The Division of Emergency Communications places the highest priority on the prompt, courteous answering of E911 calls, and the prompt and efficient dispatch of those calls to the appropriate emergency units. The DEC acknowledges that regular employee breaks are necessary and that the administration of a fair and equitable break policy contributes to the accomplishment of our mission to provide timely, accurate, competent and courteous emergency communications services to the citizens of Richmond.

This policy defines the guidelines for employee breaks:

- Breaks will be given to all employees as call activity permits and only with the approval of a supervisor.
- “Regular” breaks are those scheduled breaks which are taken to prepare meals, smoke, etc. “Regular” breaks are limited to a maximum of ten or twenty minutes each. Workload permitting, an employee may be scheduled for a maximum of four “regular” breaks during a work shift; two ten minute breaks and one twenty minute break; four ten minute breaks; two twenty minute breaks. The length of “regular” breaks are determined by the on-duty supervisor.
- “Personal” breaks are those unscheduled breaks necessary for reasons of *urgent* personal hygiene or relief. “Personal” breaks, when kept to a minimum and when used for the intended purpose, will not be counted as “regular” breaks. Supervisors will accommodate requests for a “personal” break as quickly as possible. “Personal” breaks will be provided first, followed by “regular” breaks.
- Personnel will “log off” the CAD or telephone when going on any break, and will “log on” the CAD or telephone immediately upon returning from any break.
- Normally, only one person will be allowed to be on a “regular” break at a given time. However, the supervisor may allow a second person on a “regular” break depending on work load and staffing.
- Supervisors are permitted to grant exceptions to this policy when there exists a compelling business reason to do so.
- Unused break time does not accumulate and employees may not donate unused break time to another employee.

Subject: PERSONAL TELEPHONE CALLS	Series 1	Number 11	Revised 02/1/08	
--	-----------------	------------------	------------------------	--

All personnel are reminded that at all times while on duty (not on approved breaks), the employees' full attention must be paid to the division's primary business of receiving and dispatching calls for service. Performing these functions and related duties will always take precedence over personal pursuits. To insure that the division's business receives top priority, the following guideline is in effect.

- The number of personal telephone calls either received or initiated by an employee should be kept to a minimum. In addition, personal phone calls shall not exceed five minutes in length.

Personnel who do not comply with the intent of this policy or who demonstrate an inability or unwillingness to place the highest priority on the division's business, may have further restrictions placed on telephone calls. These additional restrictions may be imposed for cause on individual employees by any communications supervisor.

No incoming telephone calls will be received on police radio position telephones.

Subject: NON-WORK RELATED ACTIVITIES	Series 1	Number 12	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

The only non-work related activity which has been approved while personnel are assigned to radio or telephone duty is reading. The playing of games of any kind, requiring two or more players is prohibited. Supervisors may grant exceptions to employees assigned to midnight shift depending on work load activity levels.

Activities other than reading may be allowed from time to time by the shift supervisor, if, in their opinion, the activity does not interfere with the primary function of the division to serve the public in a professional and courteous manner.

Personnel who do not comply with the intent of this memorandum or who demonstrate an inability or unwillingness to place the highest priority on the divisions business may have further restrictions placed on non-work related activities. These additional restrictions may be imposed for cause on individual employees by any communications supervisor.

Subject: UNAUTHORIZED EQUIPMENT	Series 1	Number 13	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

To protect the equipment in the communications center and reduce the load on the UPS system, the following is in effect:

- No electrical, electronic or similar piece of equipment is to be lugged into any electrical outlet in the center without the approval of the Officer-In-Charge or his/her designee.
- This includes, but is not limited to electronic typewriters, computers, printers, radios, televisions or other devices which are operated with a small power transformer.

No recording equipment or devices are allowed in the center without the approval of the OIC or his/her designee. This includes, but is not limited to, cameras, camcorders, tape recorders, etc.

Subject: EMPLOYEE SHIFT SWITCHING	Series 1	Number 14	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

At times it may become necessary for employees to switch scheduled work days with another employee. The following guidelines apply in employee shift switching:

- Forty-eight hour notice is required for approval of shift switches. The switch must have the written approval of affected supervisors.
- Misuse of the shift switch benefit may result in the restriction or revocation of this privilege on an individual basis.
- An employee who marks off sick while on an approved switch must provide an acceptable physician's certificate for that absence. Failure to do so may result in denial of the employee's switching privilege for a period of sixty days.

Subject: DISPOSITION OF PROPERTY	Series 1	Number 15	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

Requests of any type from the public for assistance in the disposition of found abandoned or otherwise discovered property shall be entered into the CAD and referred to or dispatched to a police officer. You may also suggest to a citizen that such property can be turned in to any police officer or to the Police Property Section if the citizen is unable to wait for the arrival of a dispatched unit.

It is not acceptable conduct for an employee of the division to make any other arrangements for the disposal or recovery of such property, no matter what the nature of the property.

Subject: FORFEITURE OF EMPLOYMENT	Series 1	Number 16	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

Section 4.51 of the City of Richmond Charter states that “Any officer, elective or appointive, or employee of the city who shall be convicted by a final judgment of any court of last resort on a charge involving moral turpitude shall forfeit his office or employment’.

This provision will be enforced fairly and consistently. Employees should be aware of the forfeiture provision and govern themselves accordingly. Some convictions may appear minor, such as petit larceny. However, if moral turpitude is involved, the forfeiture will take place.

Because the forfeiture is automatic, there is not appeal to the Personnel Board as with other disciplinary dismissals.

Subject: MIDNIGHT SHIFT SELECTIONS	Series 1	Number 17	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

The guidelines and criteria for assignment or selection to the midnight shift were developed by the division's SOP Committee in March 1993. The committee agreed on the following criteria;

- Seniority - Preference will generally be given to those with the most seniority in their present position. All supervisory staff are assigned and do not participate in the midnight shift "pull".
- Dependability -- The employee is regularly present, punctual, and fit for duty assignments. In addition, the employee has been judicious in the use of sick leave and ideally will not have used more than two sick leave days in the previous six months for both personal and family illness which are not documented by a doctor's note.
- Work history - the employee's work record will be evaluated as it relates to attitude, courtesy and orientation toward team work. Particular emphasis will be placed on the employee's work history during the six month immediately prior to the date of the posting of the announcement of the "pull". Ideally, an employee should have no more than one founded disciplinary incident requiring the OIC's attention during the same time period.

In the event that there are not enough volunteers to staff the midnight shift, employees with the least amount of seniority may be assigned to fill the vacancies.

Subject: INTERNAL INVESTIGATIONS, CITIZEN COMPLAINTS	Series 1	Number 18	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

It is the policy of the Richmond Police Department to impartially investigate all complaints of alleged employee misconduct, to equitably determine if the allegations are valid or invalid and to take appropriate action. The department places the utmost emphasis on integrity and ethics and as such, conducts proactive integrity and quality assurance testing.

Scope of internal investigations and citizen complaints:

- The incidents which are to be handled in accordance with the provisions of this policy, are alleged or suspected violations of statutes, ordinances and the written directives of the department.
- The incidents include all allegations of employee misconduct received from any source inside or outside the department. Unless resolved by a supervisor, all reported incidents, whether made in person, by telephone, or by letter, either signed or anonymous, will be investigated.

Individual authority and responsibility

- Employees of the department will perform the duties and assume the obligation of his/her rank or position in the investigation of complaints or allegations of misconduct against employees of the department.
- Employees shall cooperate fully with personnel of the Internal Affairs or any other member of the department conducting an investigation.
- It is the responsibility of each employee to facilitate the convenient, courteous and prompt receipt of all citizen complaints.
- No employee shall interfere with, discourage or delay the making of an investigation of a citizen complaint.
- Non-supervisory employees of the department shall refer all citizen complaints to a supervisor.
- Complaints received that involve police officers will be logged by a DEC supervisor and logged into the Complaint Log which is kept at the telephone supervisor's position. Citizens will be referred or transferred appropriately.
- Employees do not have the right to remain silent in an administrative investigation and are required to fully and truthfully answer all questions relating to the performance of their official duties or their fitness for office, provided they are advised that information contained in their answer cannot be used against them in a subsequent criminal proceeding. Refusal to cooperate in an Internal Affairs investigation is grounds for disciplinary action, up to and including termination.

Subject: INTERNAL INVESTIGATIONS, CITIZEN COMPLAINTS	Series 1	Number 18	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

Supervisory Authority and Responsibility

- Any supervisor receiving a complaint shall make every effort to resolve the complaint at that time. This includes complaints lodged against employees who are not under the direct supervision of the receiving supervisor. A PD-82 (Citizen Complaint Form) will be completed in all cases.
- Types of complaints:
- Informal Complaints (Complainant satisfied)
- Formal Complaints (Complainant not satisfied, but resolved in the field)
- Formal Complaints (Requiring further investigation)

Subject: TELEPHONE OVERVIEW	Series 2	Number 0	Revised 2/01/08	
------------------------------------	-----------------	-----------------	------------------------	--

The universal emergency telephone number , 9-1-1, has been designated as the three-digit telephone number to be used to summon police, fire, and emergency medical services in the City of Richmond.

All incoming calls will be answered according to the highest priority. Non-emergency lines and lines of lower priority will be answered subsequently. Communications officers engaged in non-emergency or low priority calls will place those calls on “hold” or terminate the call in order to answer incoming emergency lines.

All emergency lines will be answered, “Richmond nine-one-one”. All other lines will be answered as described in this section. All employees will conduct telephone conversations with a professional level of judgment, efficiency, emotional stability and control. Regardless of the nature of the call, each conversation will be conducted with extreme level headedness, courtesy and respect.

The nature of the work and responsibilities of the positions within the division require that all messages be tape recorded for obvious reasons. Therefore, all telephone and radio positions within the operations center will be continuously and automatically tape recorded with the capability for immediate playback while continuously recording. This includes telephone stations located within the Data Room.

All audio recordings of radio transmissions and telephone (9-1-1 and other recorded lines) conversations will be kept a minimum of sixty days. Digital audiotapes will be secured in the locked tape storage cabinet in the “Tape Playback” room. The door to the playback room is also locked at all times and is only accessible to supervisors, the operations manager and the OIC.

Tape recordings duplicated from DEC tapes will be logged in the Tape Log Book which is secured in the playback room. When recordings are requested and compiled the following information will be documented in the log book:

- The date the tape request was made
- The locations of the requested call for service
- The nature of the call for service
- The call for service number if known
- The name and title of the person requesting the recording
- The date the recording was reproduced
- Initials of the person reproducing and certifying the recording

Quality control reviews of these tapes by supervision will be conducted as outlined in the division’s quality assurance procedures.

Subject: TELEPHONE OVERVIEW	Series 2	Number 0	Revised 02/01/08	
------------------------------------	-----------------	-----------------	-------------------------	--

Supervisors and/or the operations manager will change digital audiotapes when necessary. Tapes will be logged into the proper DRM tape log in the Prolog System and initialed by the person making the entry. The date and time the audiotape was changed will be logged into the system as well as on the inside cover/jacket of the audio cassette. There should be one “recording” cassette and one “ready” cassette in each DRM at all times. Completed cassettes should be changed as soon after stopping as possible.

All printed records will be filed by day, month, and type of call for service (Police, Fire, EMS, DPR, etc.), and secured in the storage room located in the hallway just outside of the operations center. This room will be kept locked at all times and is accessible to supervisors, the operations manager and the OIC.

Subject: TELEPHONE FUNCTIONS	Series 2	Number 1	Revised 02/01/08	
-------------------------------------	-----------------	-----------------	-------------------------	--

Telephone Sign On:

- Depress “MEM” key on the right key pad
- Depress “0” (numeric)
- Depress the “#” sign
- Enter the last three digits of your code number

Telephone Sign Off:

- Depress the “MEM” key on the right key pad
- Depress “0” (numeric)
- Depress the “#” sign
- Enter “000”

Transfer from 9-1-1 lines:

- Depress “HFL” (hook-flash) key
- Dial the 7 digit number you wish to transfer the call to

If the line is busy when you transfer:

- Depress the “Cancel” button
- The caller will still be on the line, advise them that the line is busy and provide the number to them

Transfer from non-emergency lines:

- Depress “HFL” key
- Dial the number “9”
- Dial the 7 digit number you wish to transfer to
- When the line begins to ring, hang up

If the line is busy when you transfer:

- Depress the “HFL” key
- The caller should be on the line, advise them that the line is busy and provide the number to them

When transferring calls to Henrico or Chesterfield Communications, stay on the line until the phone is answered by them. Identify the agency and advise them that a caller is being transferred to them. When transferring calls to Richmond Ambulance Authority (RAA), it is not necessary to remain on the line until the call is answered.

Subject: TELEPHONE PROCEDURES	Series 2	Number 2	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

The telephone is the most available and therefore, the most important means of access the citizen has for obtaining emergency services. It is the primary link between professional and non-professional communications.

When an employee lifts the receiver, he/she is about to engage in a conversation as important as a face to face visit. The employee represents the division, the department and the City of Richmond.

Incoming lines will be answered in the following order:

- 9-1-1 lines
- Operator Assist/ alarm lines
- Ring-down lines
- Non-emergency lines
- Administrative lines

Lines should be answered in the following manner:

- 9-1-1 - “Richmond nine-one-one”, (how may I help you? Optional)
- Operator Assist/alarm lines - “Richmond nine-one-one” (how may I help you? Optional)
- Ring-down lines - “Richmond” and last name
- Non-emergency lines - “Richmond Communications, last name, how may I help you?”
- Administrative lines - “Richmond Communications, last name, how may I help you?”

Subject: TELEPHONE PROCEDURES	Series 2	Number 2	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- Each line should be answered promptly, within three (3) rings, approximately ten (10) seconds, always answering the emergency lines first. Treat every call as an emergency, until the nature of the call has been determined.
- If a citizen requests the name of a call-taker, the employee will provide their last name.
- Speak directly into the mouth piece – this ensures that the call-taker will be understood and it will not be necessary to waste time repeating questions or information. Speak clearly, distinctly and loudly enough to be heard and understood.
- Always be courteous – a calm, competent, decisive voice tone that is courteous does not antagonize the caller.
- Treat all callers with integrity and respect regardless of race, gender, the location the citizen is calling from or what you may perceive the caller's socioeconomic status to be.
- Use the caller's last name when possible, it makes the caller feel that you have a personal interest in the call. However, using the caller's first name may be viewed as being disrespectful and displays a familiarity with the caller that the call-taker should avoid.
- Handle all calls on the line in which they are received. If a citizen calls on the emergency line for a non-emergency complaint, handle the complaint on the emergency line. The non-emergency telephone number may be given to the caller for future reference.
- Refer or dispatch. When in doubt, send. Always inform the caller of the response that will be provided; whether direct law enforcement response is warranted or a referral is necessary.
- Do not give advice or improper information to a citizen. Refer the caller to the appropriate division or agency that handles their type of complaint.
- Ask all complainants if they wish to be seen by the responding officer
- Correctly identify the division as Emergency Communications, a division of the Police Department, and call-takers as Communications Officers (not officer, operator, clerk, etc.)

Subject: TELEPHONE PROCEDURES	Series 2	Number 2	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- Accept all emergency calls. It is common to receive emergency telephone calls intended for another agency. Obtain all pertinent information regardless of the jurisdiction and relay the information to the proper agency. Never make a caller re-dial in an emergency situation.
- Always enter all information obtained into the CAD System for relay to the responding units. Never withhold information. Terminate calls positively and courteously.
- Take charge of the conversation – after the initial exchange, lead the call into meaningful context by asking the appropriate questions.
- Call-takers should refrain from interjecting personal feelings or personal experiences into the conversation. Call-takers should be empathetic and compassionate without commiserating with the caller.

Dealing with Diverse Callers

Emergency Communications Officers must become adept at identifying the emotional state of the caller, i.e., intoxicated, belligerent, excited, hysterical, afraid, etc. The communications officer may have to use different types of techniques of “personality projection” to break through the barrier created by this emotional state. An appropriate response image must be projected to counteract the emotional state of the caller. However, when the caller can communicate the communications officer should return to his/her decisive tone of voice.

- Highly emotional callers - (angry, hysterical, excited, afraid, etc.) The call-taker may calm this type of caller by lowering his/her voice volume and softening his/her voice tone. This requires the caller to quiet down in order to hear the call-taker. In very extreme cases, the call-taker may have to shout to get the attention of the caller. However, when the caller can communicate again, the call-taker should return to his/her decisive voice.

Subject: TELEPHONE PROCEDURES	Series 2	Number 2	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- Elderly callers - Most people believe that when you get older you automatically lose your hearing and your mind. There is a natural, minor loss of hearing when you age. In this case, the call-taker can lower the pitch of his/her voice and raise the volume only slightly. This may help an elderly person hear the call-taker better. Call-takers should not assume that all people who are elderly have Alzheimer's disease or are mentally impaired. Most elderly people are mentally fit. Treat them with the proper respect and courtesy.
- Non-English speaking callers – These calls may be difficult to handle. Many of the callers know very little English. Speak slowly and plainly. Attempt to determine if anyone at that location speaks English. The following will be done when receiving calls from non-English speaking callers:
 - * Contact the AT &T Language Line
 - * Know what information you are trying to obtain before calling AT &T
 - * When the operator answers, give the agency ID number (922013), your employee number, and tell the operator which language the caller is speaking. If the language type is unknown, tell the operator the callers language is unknown.
 - * The central operator will transfer the call-taker to the appropriate interpreter who will provide his/her ID number.
 - * Tell the interpreter exactly what information you need.
 - * The interpreter will ask the caller questions that the call-taker provides and then relay the answers to the call-taker.
 - * When the call-taker has received all necessary information for call entry, the call-taker should indicate this to the interpreter, providing the proper response information so that the interpreter can relay this information to the caller.
 - * Requests by police officers are handled by the Police Information Desk.
- Youthful callers – Children may be very challenging callers for the call-taker. The call-taker can provide the child with his/her first name and use the child's first name. This may help to put the child at ease. The call-taker should phrase questions so that the child can readily understand what is being asked. Avoid using "big" words and public safety jargon.

Subject: TELEPHONE PROCEDURES	Series 2	Number 2	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- The Hysteria Threshold - Many distraught callers have been shown to have a “threshold of hysteria” that can be overcome and controlled by the practice of “persistent repetition”.
- Persistent repetition requires that the call-taker simply repeat his/her request each time in the exact same manner. The call-taker should not vary the structure of his/her statement. Variation of the structure will lessen the impact on the caller and generally is less effective. People who are out of control want people who are in control to lead them. Always respond to the caller’s needs, not their behavior.

Subject: KEY QUESTIONS	Series 2	Number 3	Revised 02/01/08	
-------------------------------	-----------------	-----------------	-------------------------	--

Key questions for all calls:

- Where - Where is the emergency? Where should help respond? Where is the caller located?
- What - What has occurred? What services are needed?
- When - When did the incident happen? How long has the incident been occurring?
- Who - Who is the suspect? Who is in need of help? Who is calling and from what telephone number are they calling?
- How - Additional information, descriptive information about weapons involved, Vehicles involved, persons involved, hazards at the scene

Key questions for medical calls:

- Is the patient conscious (awake)
- Is the patient breathing?
- What is the chief complaint/incident type? A brief explanation as to why medical assistance is needed
- Transfer all emergency medical service (EMS) calls to Richmond Ambulance Authority (RAA)

Subject: KEY QUESTIONS	Series 2	Number 3	Revised 02/01/08	
-------------------------------	-----------------	-----------------	-------------------------	--

Key Questions for fire calls:

- What is on fire? (structure, vehicle, grass, shed, etc.)
- Does the caller see smoke? Does the caller see flames? What is the color of the smoke or flames?
Does the caller smell anything out of the ordinary?
- Is anyone trapped inside the structure?
- Are there any hazards?

When receiving any call for service never leave anything to memory, write it down. Explain delays. Avoid jargon, slang or ten codes while talking to callers. Use proper English. Show interest in the person's situation or complaint.

Subject: FREQUENTLY ASKED QUESTIONS	Series 2	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- Where can a caller obtain a copy of a report?
Answer: Transfer the caller or provide the telephone number for the records section.
- Where can a caller obtain information about obtaining a warrant?
Answer: Transfer the caller or provide the telephone number for the magistrate's office.
- Where can a caller obtain information about an arrest?
Answer: Transfer the caller or provide the telephone number for the lock up.
- Where can a caller obtain information about the status of a warrant?
Answer: This information cannot be provided over the telephone. Refer the caller to the Police Information Desk. If a caller knows the whereabouts of a wanted subject, the call-taker should enter a call for service if the address is in the city of Richmond.
- How are calls handled where a subject wanted by Richmond Police is located in another jurisdiction?
Answer: Transfer the caller to the Police Information Desk. Personnel at the desk should obtain pertinent information and forward it to the data room so that a teletype message can be sent to the jurisdiction where the wanted subject is located. If the caller is transferred back to communications by information desk personnel, the call-taker will obtain necessary information from the caller and relay it to the Police Information Desk so that a message can be sent to the appropriate jurisdiction.
- Where can a caller obtain information about individuals possibly involved in accidents?
Answer: Suggest that the caller to check the area hospitals and lock-ups. Emergency Communications does not obtain or provide information on individuals involved in accidents.
- How can a caller leave a message for police officers?
Answer: If the officer is believed to be on duty, the call-taker will check the line-ups to determine the unit number of the officer. An administrative message will be entered for the appropriate precinct radio channel. If the officer is not on duty, the caller will be referred to the appropriate precinct to leave a message.

Subject: FREQUENTLY ASKED QUESTIONS	Series 2	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- How are complaints involving police officers or police service handled?

Answer: Obtain the name and telephone number of the caller and enter that information into an administrative message to the appropriate precinct supervisor. The caller may also be provided the number to the Police Internal Affairs unit. DEC supervisors should handle these calls and determine during the call if any DEC involvement is necessary. Information about the complaint will be logged into the Complaint Log Book at the telephone supervisor's position.

- How are animal complaints handled?

Answer: Transfer the caller or provide the telephone number for Animal Care and Control during business hours. After hours, enter the information into an administrative message for communications officer assigned to the DPW (Department of Public Works) position. Based on the nature of the complaint the communications officer will notify the on-call Animal Control officer or document the call on the appropriate log to be relayed the next day to Animal Control.

- How are notifications of sprinkler systems out of service, fire alarms out of service or fumigations handled:

Answer: When receiving notification that systems are out of service, being worked on or being tested, the communications officer will enter that information into the CAD System using the "Fire Data Message Entry" format. Messages shall include the name and address of the business, any chemical being used, the name and telephone number of a contact person, and time frames involved.

- How are complaints of high grass, junked vehicles on private property or abandoned buildings handled?

Answer: Transfer the caller or provide the telephone number for Environmental Control.

- How can callers obtain information about towed vehicles?

Answer: If the caller is able to provide a license plate number, the call-taker will check the number through VCIN. If the license plate number is not known, refer the caller will be referred to the Police Information Desk. Personnel at the desk are able to check vehicles by make, model, color, and year of the vehicle. Seiberts Towing is the contracted company used by the city when vehicles need to be towed and the owner is not on scene or has no preference.

Subject: FREQUENTLY ASKED QUESTIONS	Series 2	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- How are death messages handled?

Answer: Requests to notify a city resident of a death are not taken by telephone. If the caller is outside the city limits, he/she will be referred to their local police department. The call-taker will

advise them to have their local law enforcement agency send a teletype message to this agency requesting that the message be delivered. A police detective will handle this type of assignment. If a detective is not available, the assignment may be handled by a precinct supervisor.

- Does the Police Department check on the welfare of individuals?

Answer: Yes. After asking appropriate questions, the call-taker will determine if police, ambulance, or fire should be dispatched. In some situations all three are dispatched. Which services will depend on the information received from the caller. If the caller indicates that the subject may be the victim of foul play, or the victim of a medical emergency, police and EMS will be dispatched. Fire may be sent as well because of the nature of the illness or the possible need to gain entry into the structure. If the complainant is not in the City of Richmond, and a health emergency or foul play is *not* suspected, the caller should contact his/her local law enforcement agency to have the request made by teletype message.

- How are calls handled involving children left alone?

Answer: A police officer will be sent on all complaints of children left alone. The officer will determine whether a Second Responder unit or Child Protective Services (CPS) is needed.

- What are Green Warrants and how are they handled?

Answer: A green warrant is a mental warrant that authorizes police to pick up and transport a subject to a mental facility to be detained temporarily. When a call-taker receives a request for information about green warrants, or requests from a caller to have one issued, the call-taker will transfer the caller or provide the telephone number for Crisis Intervention. If an individual is under green warrant or if a candidate for a green warrant is disorderly, threatening or otherwise agitated, a call for service will be entered to the location of that subject.

Subject: FREQUENTLY ASKED QUESTIONS	Series 2	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- Who responds to calls of keys locked inside of vehicles?

Answer: Police do not respond to unlock vehicles. The call-taker may suggest that the complainant call a wrecker service or locksmith. If a child is locked inside a vehicle, enter a call for service (using the code for “other single fire”) for fire equipment to respond to the location. If

an animal is locked inside a vehicle, in extreme heat, enter a call for service (other single fire) for fire equipment to respond to the location. A police officer and/or Animal Control may be notified to respond if fire personnel on request either.

- Does the Police Department provide commercial bank escorts?

Answer: Commercial bank escorts will be provided only if unusual circumstances exist i.e., recent bank robber, suspicious person, vehicle or situation exists.

- What is “DPR” and how are DPR calls entered?

Answer: “DPR” is the abbreviation for Differential Police Response. The DPR unit is comprised of the officers who take telephone reports of certain offenses. Each precinct has a DPR officer for reports. When calls are received that fit the criteria for DPR calls, the call-taker will enter the location where the incident occurred in the complaint format in the “location” field. The location the complainant is calling from will be entered into the complainant’s “nam/address” filed in CAD.

Subject: STANDARD DESCRIPTIONS	Series 2	Number 5	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

In obtaining information on a person, always think of a person from head to toe. The call-taker or radio operator will attempt to obtain the following information:

- Name (if known)
- Race (white, black, Hispanic, Asian, etc.)
- Sex (male or female)

- Age
- Height
- Weight
- Hair (color and style)
- Eye color
- Complexion (skin tone; light, dark, ruddy, etc.)
- Clothing (head to toe)
- Distinguishing characteristics (scars, marks, deformities, etc.)

In obtaining information on a vehicle the call-taker or radio operator should use the acronym CYMBALS:

- C = Color of vehicle
- Y = Year of vehicle
- M = Make of vehicle
- B = body style
- A = Additional descriptive information (vehicle damage, camper shell, etc.)
- L = License plate number
- S = State (of vehicle license) or serial number

Always attempt to get the direction of travel for suspects and/or suspect vehicles.

Subject: COMMONLY USED ABBREVIATIONS	Series 2	Number 6	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

A/F -	ASIAN FEMALE
A/M -	ASIAN MALE
ASAP -	AS SOON AS POSSIBLE
ATF -	ASSIGNMENT TO FOLLOW
ATL -	ATTEMPT TO LOCATE
B&E -	BREAK AND ENTER
B/F -	BLACK FEMALE

B/M -	BLACK MALE
BLD -	BUILD OR BALD
BLK -	BLACK
BLU -	BLUE
BOCB -	BUSY ON CALL BACK
BOL -	BE ON THE LOOKOUT
BORB -	BUSY ON RING BACK
BRO or BRN -	BROWN
BUSN -	BUSINESS
C/B -	CONCIOUS AND BREATHING
COMP or COMPL -	COMPLAINANT
DOB -	DATE OF BIRTH
GLD -	GOLD
GRN -	GREEN
GRY -	GRAY
H/F -	HISPANIC FEMALE
H/M -	HISPANIC MALE
HGT -	HEIGHT
HX -	HISTORY
I/P -	IN PROGRESS
J/O -	JUST OCCURRED
JUV -	JUVENILE

Subject: COMMONLY USED ABBREVIATIONS	Series 2	Number 6	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

KH -	KEYHOLDER
LM -	LOUD MUSIC
LS -	LAST SEEN
LSH -	LAST SEEN HEADING
LSW -	LAST SEEN WEARING
MED -	MEDIUM
NFD -	NO FURTHER DESCRIPTION / DETAILS

NFI -	NO FURTHER INFORMATION
NUA -	NO UNIT AVAILABLE
OCCD -	OCCURRED
ONG -	ORANGE
PD -	POLICE DEPARTMENT
PK or PU -	PICK UP TRUCK
PKD -	PARKED
REF -	REFUSED / REFERENCE
RESD -	RESIDENCE
TK or TRK -	TRUCK
UNK -	UNKNOWN
VEH or VEH C -	VEHICLE
W/ -	WITH
W/F -	WHITE FEMALE
W/M -	WHITE MALE
WGT -	WEIGHT
WHI or WHT -	WHITE
W/O -	WITHOUT
XFER -	TRANSFER
YOA -	YEARS OF AGE

Subject: TEXT TELEPHONE PROCEDURES	Series 2	Number 7	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

The Virginia Relay Center (VRC), operated under contract by AT & T, relays conversations between persons who use text telephones (TTY/TDD) and persons who use voice telephones twenty-four hours a day. The VRC began providing this service to the residents of Virginia on February 1, 1991.

The Federal Government passed the Americans with Disabilities Act which requires all centers that process emergency calls be equipped with special equipment to communicate by telephone line to a speech or hearing impaired caller.

It is important to understand that when a person uses a TDD machine to call into the communications center, they are really sending a data message instead of a voice message. Some problems are inherent to

this equipment. The keyboard is not a standard typewriter or PC style keyboard and the caller and call-taker cannot send messages at the same time.

Text telephone instructions:

When a call-taker receives a call on an emergency or non-emergency line, and the APU screen displays a flashing “T” or the call-taker hears a high pitched chirping sound, the calling party may be communicating via a TDD device. When the calling party begins to enter text, line 2 of the ANI screen (and/or ALI display or MAARS-View) displays the text characters entered by the calling party. The TDD caller’s incoming text is displayed in uppercase letters and the call-taker’s outgoing text is in lowercase letters. To toggle between TDD and ALI text, the call-taker should use the TDD function and ALI REQ keys in combination, if using an Informer or any other display besides MAARS-View.

The APU stores up to 20 pre-programmed 32-character messages. All 20 messages may be in one language or divided into two different language groups of ten messages each. To display the messages on the ALI display, the APU must be off-hook on a TDD call (T flashing). Press the “TDD function.* “ for the first set of 10 messages, or “TDD function.#” for the second set of messages. Select the desired message to be sent and press the corresponding number on the dial pad.

Typical messages might be:

- “9-1-1, what is your emergency?”
- “Your call is being transferred”
- “What is your name?”

Subject: TEXT TELEPHONE PROCEDURES	Series 2	Number 7	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

To send a pre-programmed message (without MAARS-View), perform the following:

Action

1. Some indication of an incoming TDD call
2. During a TDD call, press MEM or TDD function
3. Enter * for a primary language message (English) or # for secondary language message (Spanish, etc.)

Result

- ANI screen flashes a “T” and/or high-pitched chirping sound is heard.
- ANI screen displays MEM function> or TDD functions>.
- ANI screen displays MEM functions>* or # or TDD functions >* or #. The ALI display shows 10 pre-programmed messages.

4. Key in the message number (0-9).

Line 2 of the ANI screen displays the outgoing message in lowercase letters.

Repeat steps 3 and 4 to repeat a message, complete a message, or send a new message.

To send a pre-programmed message using MAARS-View, perform the following:

Action

1. Some indication of an incoming TDD call
2. During a TDD call press F6 and scroll through the 20 pre-programmed messages. When the desired message is located, press Enter.
3. Repeat step 2 to repeat a message, complete a message or to send a message.

Result

ANI screen flashes “T” and/or high-pitched chirping sound is heard. On MAARS-View the F7 and F6 windows are shown with F7 becoming active.

The message chosen appears in lowercase letters in the F7 window and on the ANI Screen.

The TDD call F7 window will scroll down As messages are sent and received.

Subject: TEXT TELEPHONE PROCEDURES	Series 2	Number 7	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

To manually enter TDD mode, perform the following:

Action

1. Verify APU is in Emergency or Admin. Mode.
2. Press and release MEM** or TDD function twice.
3. To manually exit TDD mode, press MEM** or TDD function twice at any time.

Result

Verify ANI screen displays A, E or e mode indicator.

Verify ANI screen displays flashing TDD call. ALI display and MAARS-View show TDD call only.

Flashing “T” is no longer displayed on ALI screen. ALI display shows ALI data only.

If the pre-programmed messages are inadequate, an optional keyboard is available allowing the Communications Officer to type custom messages directly to the TDD caller. While in TDD mode, the Keyboard may be used to send messages to the caller.

Action

Type messages on TDD keyboard

Result

Read outgoing TDD messages on ANI screen, ALI display or MAARS-View in lowercase letters.
Read caller response in uppercase letters.

Subject: TDD ETIQUETTE	Series 2	Number 8	Revised 02/01/08	
-------------------------------	-----------------	-----------------	-------------------------	--

GA

When talking with another person by TTY, type while the other person reads. When you want the other person to respond, type GA for “go ahead”.

GA or SK

To say goodbye, type GA or SK. This gives the other person a chance to say any last words before ending the conversation.

SKSK

To end the conversation, type SKSK

Q

Some people refer to type Q instead of a question mark because it saves time and is easier to type.

Use punctuation marks such as commas and periods, although many people choose to omit them. The Communications Officer may also abbreviate words, such as:

GA	Go Ahead
SK	Stop Keying
CD	Could
CUL	See You Later
CUZ	Because
HD	Hold, Please
MTG	Meeting
NBR	Number
OIC	Oh, I see
OPR	Operator
PLS	Please
Q	Question Mark
R	Are
SHD	Should
THX	Thanks
TMW	Tomorrow
U	You
UR	Your

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

All calls for service, requests for police, fire and ambulance service will be recorded, sent to the proper radio position, or filed by use of the Computer Aided Dispatch System (CADS).

All Communications Officers will log on to his/her assigned CADS terminal at the start of the shift by using his/her personal password.

The Communications Officer receiving a request for service will input the following information into the CAD format:

- Location of the incident reported
- Type of incident reported – using established complaint and situation identifier codes
- Priority codes (1-5, with 1 being the lowest priority)
- Supplemental information in the remarks field
- Name and address of the complainant when necessary or practical; “refused” will be entered if the complainant wishes to remain anonymous
- Complainant’s telephone number

- For record purposes, calls that are relayed to other jurisdictions will be “written to file” via the CADS terminal using the “undetermined location” format with “X” as the precinct identifier.

CAD will assign a sequential case/control number to call for service entries, calls to “file”, and administrative messages. The case/control number will include the date and the CAD assigned call for service number (yyyymmddcccc). Separate sequential numbers are assigned for police, fire, EMS calls and administrative messages.

CAD captures the unit number(s) of all responding personnel (primary and assisting) and the code number of responding personnel. Units are marked out of service on the call using the “dispatch” or “change call” function. The time of receipt (entry) and the time of dispatch of the call is recorded by CAD. CAD captures the arrival time of each unit who marks on scene as well as the “clear” or in service time for each unit marking back in service from the call. In addition, CAD captures the disposition code that is provided by each unit when marking back in service from an assigned call.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD master printouts display all information recorded in the call for service. Master printouts will be kept a minimum of five (5) years.

DEC personnel have immediate access to personnel information, internal or external customers and services through CAD, ring down lines, and the City Directory. Personal information for each communications employee, the communications OIC, Operations Manager, Administrative Officer and the 800 MHz System Manager is available through the CAD System. This information includes, but is not limited to, name, home address, home telephone number, secondary telephone number, pager and/or mobile number. The marital status, blood type, communications shift and platoon assignment, and code number is also included. DEC Emergency Crash Kits contain hard copies of contact information for each employee. CAD also houses rank and assignment information for police and fire personnel. Additional information such as special skills for fire personnel and code numbers for police personnel is listed in CAD as well.

The Police Information Desk has personal information for police field units. The Police OIC or Watch Commander may be contacted by radio, pager or through the Police Information Desk.

Any additional internal and external services or assistance may be obtained by way of the ring down lines for Chesterfield County ECC, Henrico County ECC, Hanover County ECC, Capitol Police, Richmond Ambulance Authority, Dominion Virginia Power and the Department of Public Utilities.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **CFS ENTRY** - Call for service entry formats
- **ADMN MSG** - Administrative message entry / inquiry
- **UNDETERMINED LOCATION** - This format is used when a location is not within the city limits or when calls for service are received and the information is passed on to another agency for them to handle, or for some silent cellular calls. These are “write to file” calls that will not receive dispatch, but allows the division to document what was done with the call.
- **INTERSECTION** - This format is used when the location given involves two intersecting streets (i.e. 9th Street and Broad Street).
- **NON-INTERSECTION** - This format is used when the location given consists of a numerical address (i.e. 1300 Jefferson Davis Highway).

- **WARRANT INQUIRY** - This function is used to inquire as to whether or not there is an outstanding warrant on file for a subject in the city or in Henrico County. This information shall not be released to the public and will not be used by the communications officer to determine whether or not a CFS will be entered. All suspected wanted persons will be entered into the CAD System for dispatch.
- **E911 XFER (TRANSFER)** - This function is used as a direct transfer of the ALI (Automatic Location Indicator) information into the CAD. This transfer can not be used after the line has been disconnected.
- **CANCEL POLICE CALL** - This function is used to cancel any police call that has not been dispatched (still pending). When a call is cancelled, an administrative message must be entered to the affected channel indicating that the call was cancelled, why it was cancelled and on who's authority it was cancelled.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

- **OBTAIN A CASE NUMBER** - This function is used to obtain report numbers for calls not dispatched by DEC. Officers who are involved in an investigation of an incident, not dispatched through communications, may call to get the four digit number when writing a report. This number will not be assigned to any other CAD generated action.
- **POL PENDN RECALL** - (Police Pending Recall) This function is used to recall a CAD entry by the CAD or CFS number. The CFS may be pending or completed.
- **POL ACTIVE RECALL** - This function is used to recall a CAD entry by the police unit number assigned to the call. The CFS would be active at that time.
- **PEND MSGS OTHER POSITIONS** - This function is used to recall active administrative messages (messages that have not been cleared) from a specific radio or telephone position, other than the position the communications officer is assigned.
- **ADMIN MSGS PENDING** - This function is used to recall pending administrative messages for the communications officer's assigned position.

- **ADMIN MSG ENTRY** - This function is used to enter formal messages into the CAD System. The message is then forwarded to the position chosen by the person making the entry or may also be sent to multiple recipients. Administrative messages are printed daily as part of the master CAD printouts.
- **FIRE DATA MSG ENTRY** - This function is used to enter information on the Fire Data Printer. Information such as fire alarm status (in or out of service), fumigations, fire alarm testing and street closures is entered using this function. Information entered is then received via the Fire Data Printer at affected Fire Department locations.
- **ACC/H&R/DV/ACTV/PENDING** - This function is used to scan the entire city for accidents, hit and run accidents and disabled vehicles for all precincts. Pending and active information is provided for these types of occurrences. This function allows the communications officer to have an overview of these traffic related calls for service.
- **SHUTDOWN UPDATES** - This function is used to enter CAD calls for service into the system following a CAD shutdown.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **POL PENDING** - Pending calls for service in each precinct
- **UNIT STATUS** - Displays police units status (in and out of service) for each precinct
- **PEND CALL PRECINCT # 4** - This function is used to query calls awaiting dispatch for police precinct 4
- **PEND CALL PRECINCT # 3** - This function is used to query calls awaiting dispatch for police precinct 3
- **PEND CALL PRECINCT # 2** - This function is used to query calls awaiting dispatch for police precinct 2
- **PEND CALL PRECINCT # 1** - This function is used to query calls awaiting dispatch for police precinct 1

- **PATROL/TFC PRECINCT # 4** - This function provides police unit status (in and out of service) for units that have marked on duty for precinct 4, including traffic units assigned to this precinct.
- **PATROL/TFC PRECINCT # 3** - This function provides police unit status (in and out of service) for units that have marked on duty for precinct 3, including traffic units assigned to this precinct.
- **PATROL/TFC PRECINCT # 2** - This function provides police unit status (in and out of service) for units that have marked on duty for precinct 2, including traffic units assigned to this precinct.
- **PATROL/TFC PRECINCT # 1** - This function provides police unit status (in and out of service) for units that have marked on duty for precinct 1, including traffic units assigned to this precinct.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **PEND CALLS DPR** - This function is used to query pending calls awaiting call-back from the DPR (report) officer.
- **UNIT STATUS MASTER MENU** - This function provides police unit status (in and out of service) for all units. This includes units of every precinct, detective, traffic and special units. When scanned, this function also provides the locations of units and the types of call they are assigned.
- **STREET SOUNDEX** - This function is used to scan street names based on the sound of the street and not the spelling. A query of the street soundex will provide a list of any streets that sound like the street being queried.
- **SPECIAL FILES** - This function (when completed) will allow the communications officer to query aged homes, apartment buildings, office building, and MCV/VCU buildings for a listing of address locations of the item queried. At this time this function lists hospitals, medical complexes, schools, and hotels.

- **INTERSECTION** - This function is used to query intersecting streets in the city. The communications officer may query by using parts of street names or entire street names for each street. The communications officer can find a cross-street using this function of validate the existence of a certain intersection in the city.
- **NON-INTERSECTION** - This function is used to scan for information by entering a street name, a block number with a street name, or to check the existence of a particular address. A query using this function will also provide a cross street for the address queried.
- **TELEPHONE INDEX** - This function is used to scan for telephone numbers by either complete or partial names of individuals or departments. The communications officer may also query a telephone number to obtain the name or department attached to that number in CAD.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **PUB SAFETY PERSONNEL** - This function is used to obtain information about communications and police personnel using their last name or code number. This function provides the officer's assignment and code number and provides the code number and assignment of communications personnel. Queries for Fire Department personnel can be run using name or rank.
- **WEATHER** - This function is used to check updated weather information.
- **STREET SCAN** - This function is used for the query of street names. The query may be made using an entire street name or a partial street name. If a partial name is used, a list will be received of all city streets beginning with the letters entered in the query.

CAD COLOR CODED KEYBOARD TEMPLATE

POL.PEND	UNIT STATUS		INQUIRY	INQUIRY
PEND CALL	UNIT STATUS	PEND CALLS	STREET	TELEPHONE
PRECINCT # 4	PRECINCT # 4	DPR	SOUNDEX	INDEX

PEND CALL PRECINCT # 3	UNIT STATUS PRECINCT # 3	UNIT STATUS MASTER MENU	SPECIAL FILES	PUB.SAFETY PERSONNEL
PEND CALL PRECINCT # 2	UNIT STATUS PRECINCT # 2		INTERSECTION	WEATHER
PEND CALL PRECINCT # 1	UNIT STATUS PRECINCT # 1		NON- INTERSECTION	STREET SCAN

Keyboard template keys that pertain to telephone utilities and administrative functions are **Black**

Keyboard template keys that pertain to Police utilities are **Blue**

Keyboard template keys that pertain to Fire utilities are **Red**

Keyboard template keys that pertain to EMS utilities are **Green**

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **EMS RECALL** - Emergency Medical recall function
- **FIRE RECALL** - Fire Department recall function
- **MISCELLANS** - Miscellaneous functions
- **EMS COMPTL BY AGY/UNIT #** - This function is used to query completed EMS calls by CFS number and date the call was received
- **EMS CALLS PENDING** - This function is used to view EMS calls awaiting dispatch.
- **EMS ACTIVE RECALL** - This function is used to review active EMS calls by unit number or call number
- **EMS UNIT STATUS** - This function is used to view a list of all active EMS calls
- **FIRE COMPTL BY AGY/UNIT #** - This function is used to query completed fire calls by unit number . Calls may be queried using “All”, “CAN” (cancelled calls), “DUP” (duplicate calls), “TES” (test calls), or by using the date the call was received
- **FIRE CALLS PENDING** - This function is used to view fire calls awaiting dispatch

- **FIRE ACTIVE RECALL** - This function is used to view all active fire calls and unit status
- **FIRE UNIT STATUS** - This function is used to view all active fire calls and the status of all fire units
- **BUFF HISTORY** - This function is used to recall cleared administrative messages for a specific radio or telephone position.

Subject: COMPUTER AIDED DISPATCH SYSTEM	Series 2	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **BUS/DIALER EXTEND INFO** - This function (when completed), will allow for the query of a merchant/dialer alarm inquiry by business name and will provide alarm key holder information for that location.
- **BUS/DIALER BRIEF INFO** - This function (when completed), will allow brief information on merchant/dialer alarms by business name.
- **UPS STATUS** - This function is used to scan the Uninterruptable Power Supply status menu which provides information on the power supply system.
- **RECALL PAST VCIN MSGS** - This function is used recall messages through VCIN (Virginia Criminal Information Network) in several ways. The system can be queried for all messages beginning with the most recent, messages directed to a specific DEC terminal, messages directed to a specific unit, messages originating via NLETS from a specific state or 9 character ORI, or broadcast (BCST) messages only.
- **PENDING VCIN MSGS** - This function is used to view incoming VCIN messages for that particular terminal.
- **VCIN QUERIES** - This function is the VCIN master format. This format menu consists of: License Tag/Vehicle Information, Drivers License Information/NCIC Gun file and NCIC Article File.

- **ADMN USE ONLY** - This function is for supervisory use only.
- **NEWS** - This function is used to view official messages left by the computer specialist to provide updates and information through CAD.

Subject: COMPUTER AIDED DISPATCH	Series 2	Number 9	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **SIGN OFF** - This function is used to sign off of the computer terminal when giving breaks, taking breaks, or completing a shift.
- **TERMINAL MESSAGES** - This function allows informal messages to be sent from one computer terminal to another. These messages are not normally captured or printed but they may be. Currently, this feature is not in service.

CAD COLOR CODED KEYBOARD TEMPLATE

EMS RECALL	FIRE RECALL			MISCELLANS
EMS COMPTL BY AGY/UNIT	FIRE COMPTL BY AGC/UNIT		UPS STATUS	ADMIN USE ONLY
EMS CALLS PENDING	FIRE CALLS PENDING	BUFF HISTORY	RECALL PST VCIN MSGS	NEWS
EMS ACTIVE RECALL	FIRE ACTIVE RECALL	BUS./DIALER EXTEND.INFO	PENDING VCIN MSGS	SIGN OFF
EMS UNIT STATUS	FIRE UNIT STATUS	BUS. DIALER BRIEF INFO	VCIN QUERIES	TERMINAL MESSAGES

Keyboard template keys that pertain to telephone utilities and administrative functions are **Black**

Keyboard template keys that pertain to Police utilities are **Blue**

Keyboard template keys that pertain to Fire utilities are **Red**

Keyboard template keys that pertain to EMS utilities are **Green**

Subject: COMPUTER AIDED DISPATCH	Series 2	Number 9	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

CAD FORMAT REFERENCE GUIDE

- **ERASE PAGE** - This function allows you to erase all information on the CAD terminal screen.
- **C1 / WEATHER** - This function displays the latest weather information on the computer terminal.
- **CURSOR LEFT** - This function moves the cursor to the left.
- **C3 / PREVIOUS FIELD** - The function allows you to move the curser to the previous field.
- **HOME** - This function will terminate all data imputed into the CAD System. It allows the user to start over and enter a new format, if necessary. The cursor when positioned at the bottom of the terminal on the left hand side of the screen, indicates that the terminal is ready for entry.
- **C2 / NEXT MSG / PAGE** - This function allows you to move the cursor to the next field. This is the same as new line.
- **CURSOR RIGHT** - This function moves the cursor to the right.
- **C4 / PROCESS EXECUTE** - This function processes and executes a command.

CAD COLOR CODED KEYBOARD TEMPLATE

ERASE PAGE		
WEATHER C1		NEXT C2
CURSOR LEFT	HOME	CURSOR RIGHT
PREVIOUS		PROCESS

FIELD		EXECUTE
-------	--	---------

Keyboard template keys that pertain to telephone utilities and administrative functions are **Black**

Subject: COMPUTER AIDED DISPATCH	Series 2	Number 9	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

SCREEN EDIT COMMANDS (FOR CURRENT INPUT FIELD)

←→	Moves cursor left or right.
CTRL A	Depress ctrl (control) and the letter A to move cursor to the end of the text.
CTRL B previous	Depress ctrl (control) and the letter B to move cursor to the last letter of the word.
CTRL E	Depress ctrl (control) and the letter E to begin/end insert mode at cursor position.
NEWLINE	Retains all text input and moves cursor to the next field.
CR	Erases all text from the cursor to the right and then moves to the next field.

TERMINAL LOCK-UP TROUBLESHOOTING PROCEDURES

Q Have **all** other CAD terminals stopped working?
A CAD has probably shut down. Notify a supervisor ASAP

Q Has only one CAD terminal stopped working?
A Follow the procedure outlined below

1. Depress CTRL Q. The terminal operator may have performed a CTRL S accidentally which freezes the screen.
2. Check the HOLD key at the top right side of the keyboard. If the light is **on**, depress the HOLD key to turn the light off.
3. Depress CTRL H. The program in use could be caught in a loop. If this works, fill out a CAD incident form and submit it to the supervisor.

4. Depress CTRL C, CTRL A, then CTRL C, CTRL B. if any of these remedy the problem, fill out and submit a CAD incident form to the supervisor.

Repeat steps 2, 4, and 5 above. If still not successful, notify a supervisor ASAP.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
10	ABANDONED	This code usually refers to vehicles left abandoned. On the CAD entry the CO should attempt to obtain a vehicle description, including license plate number, and ascertain how long the vehicle has been there. After obtaining a license number, the vehicle should be checked to see if it is stolen. If the vehicle is stolen, enter a CFS and dispatch an officer to make a recovery of the vehicle. If the vehicle is not stolen, enter a CFS using this code. The information will be sent to the Beat Activity Report. The beat Unit should check the vehicle during his shift. If the vehicle has previously been reported as abandoned and nothing was done, refer the caller to the appropriate precinct. If the vehicle is a hazard, enter a call for service using a different complaint code
11	ANIMAL BITE	This code is used for complaints involving a person being bitten by an animal. This call is normally handled by the DPR officer.
12	ARMED PERSON WITH _____	This code is used for complaints of people who are armed with a weapon (gun, knife, bat, sword, etc.). Always ask what type of weapon is being used and enter that information into the CFS.
13	ASSAULT	This code is used when a person has been assaulted. Ask if the suspect is still on the scene, if the suspect is known, and if this is a domestic related assault. Ask if the victim is injured and if so obtain all necessary information for entry of an EMS CFS. If the assault is not domestic related, the suspect is not on scene, and there are no injuries, the report can be handled by the DPR officer.
14	ASSIST	This code is self explanatory.
15	BOMB THREAT	This code is used for threats involving bombs or related types of explosive devices. While most people who call in threats of this type provide very little information and hang up after the threat is made, attempt to question the caller as much as possible. Ask what type of device is involved, where it is placed, why the person

is doing this, and when will the device detonate.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
16	BREAK & ENTER	This code is used for complaints involving the break-in of a residence, business or other structure (not a motor vehicle). An officer must respond to investigate and take a report. If the break-in is in progress, or if it is possible that a suspect is still on the premises, two (2) or more units will be sent. A break-in to a residential detached garage is handled by the DPR officer.
17	BURGLAR ALARM	This code is used for complaints involving a burglar alarm to a residence or business. These complaints may be received from alarm companies or citizens. When taking calls of this type from an alarm provider, ask for the name of the business or resident, if the alarm is audible or silent, if the alarm covers a particular area, the name of the alarm provider calling in the complaint, and any key holder information. When these calls are received from a citizen, they may be able to provide only limited information about the business or residence. Enter the CFS with as much information as available. Always enter the name of the business or resident first in the remarks section.
18	DISORDERLY	This code is used for complaints of subjects involved in a verbal altercation , or subjects who are acting in a threatening manner by being abusive or irrational in their actions or statements. This code is also used for trespassers and business disputes where there is no physical assault.
19	DOA	(Dead on Arrival). This code is used for incidents involving reports of possible deceased subjects.
20	DOMESTIC TROUBLE	This code is used for complaints of subjects involved in an altercation where the subjects involved are related, living in the same household, dating, etc. Ask if any of the subjects are armed or if alcohol or drugs are involved.
21	FIGHT	This code is used for complaints of subjects fighting. Ask how many people are involved in the fight and if anyone has displayed or used any weapons.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
22	FOUND PROPERTY	This code is used when a complainant makes a request to turn over property they have found. Ask what property they are turning in, where the property was found and if appropriate, under what circumstances. Enter this information into the CFS. Found firearms will be given a priority response.
23	FRAUD/FORGERY	This code is used for complaints of fraud – willful deception perpetrated for unlawful gain, or forgery – the act of imitating or counterfeiting documents, signatures, etc. This complaint can be handled by the DPR unit if the suspect is no longer on the scene.
24	HOLDING PERSON	This code is used when a suspect is being held in custody by private security or by another jurisdiction. Ask if the person being held is an adult or juvenile, male or female, and whether or not the subject is being disorderly.
25	HOLD UP ALARM	This code is used when an alarm company calls in this alarm that indicates there is an in-progress hold up or robbery of a business or resident. Ask the name of the business or the resident. Panic, hostage and ambush alarms will also be entered into CAD using this code.
26	INDECENT EXPOSURE	This code is used for complaints of subjects exposing their private parts in public.
27	INSECURE BUILDING	This code is used when a business, residence or building has been found insecure.
28	INTOXICATED PERSON	This code is used for complaints involving persons who appear to be under the influence of alcohol or drugs.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
29	LARCENY	This code is used for complaints where property has been stolen but was not taken by force or intimidation. These complaints are handled by the DPR unit unless the suspect is still on the scene, or the complainant is not available to a telephone for call-back.
30	MENTAL SUBJECT	This code is used for complaints involving subjects who are mentally impaired. It is used to handle green warranted subjects and also used in conjunction with the transport code.
31	MISSING PERSON	This code is used for complaints of missing persons. The caller does not have to wait twenty-four (24) hours before they can report a subject missing. DPR handles reports of missing persons who are eighteen (18) years old and over. An officer must be sent if the subject is a juvenile, mental subject, elderly subject, medically impaired, or foul play is suspected. An officer will also be sent if the complainant is not available to a telephone for call-back. Attempt to obtain the name, age, description of the missing subject, and any circumstances involving the disappearance of the subject.
32	P.B. SNATCH	This code is used for complaints of a pocketbook snatch. Normally, this offense has just occurred. Ask when the incident occurred and obtain any descriptive information.
33	PERSON DOWN	This code is used for complaints of subjects who are physically incapacitated and usually found "down" (lying on a street or inside a residence). Ask if the person appears to be in need of medical attention or if the person appears to be intoxicated. If the call-taker is unable to obtain pertinent information on the subject's condition, Police, Fire and EMS will be dispatched.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
34	RANDOM GUNFIRE	This code is used for complaints of shots being fired in an area or into a building. Always ask if anyone has been shot or otherwise injured. Ask how many shots were heard and if any suspects were seen. Generally the CFS entry and dispatch will be to the block number unless the caller indicates the shots are being fired from a particular address. The complainant's address will not be used as the dispatch address unless the incident is occurring there.
35	PROWLER	This code is used when a subject acts in a manner that could be considered suspicious. Ask where the subject is located on the property (front, rear, side, etc.), and obtain a description if one is available.
36	RECOVERED VEHICLE	This code is used when vehicle that has been stolen is found. This report cannot be taken over the telephone. An officer must respond, verify information about the vehicle and take a report. Ask for a description of the vehicle.
37	ROBBERY	This code is used for complaints where property has been taken from an individual by intimidation, threat, or force. Ask if a weapon was displayed or if the suspect indicated that he/she had a weapon. If a weapon was seen, ask for a description of the weapon (type, color, caliber, etc.). Ask for a description of the suspect, any vehicle that may have been used, and a direction of travel.
38	REFERENCE	This code is generally used in conjunction with another complaint code.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
39	SEX OFFENSE	This code is used for complaints of sexual assaults of any kind, including rape, sodomy, fondling, etc. Ask when and where the incident occurred and a description of the suspect. If the suspect is a known party obtain as much information as possible. Ask if the victim is injured or in need of medical attention. This type of complainant cannot be taken by the DPR officer.
40	SHOOTING (PERSON SHOT)	This code is used for complaints of persons who have been shot. Ask for the location of the victim, where on their body they were shot, and whether the suspect is still in the area or or on scene. Obtain as much information as possible about what occurred, and descriptive information about the suspect or vehicle(s) involved. Transfer the caller to RAA.
41	STOLEN VEHICLE	This code is used for complaints where vehicles have been stolen. If a car-jacking is involved, indicate that in the remarks field and use with code 37. Ask for a description of the vehicle and license plate number. Also ask for a description of any suspect(s). If the vehicle was taken by a known party, (unauthorized use) a warrant must be obtained by the victim before a report is taken. Reports of stolen vehicles are taken by the DPR officer unless a car-jacking was involved or the theft is in progress.
42	SUSPICIOUS	This code is used for complaints of suspicious activity involving people, noises, vehicles or circumstances. Ask what is suspicious and obtain appropriate information based on the caller's response to questions.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
43	TROUBLE UNKNOWN	This code is used for complaints where the nature of the problem is not know. When a call has been received and there is reason to believe that a situation exists but the exact nature of the problem is unknown. Note any information, which is received or heard, in the remarks field of the CFS.
44	UNNECESSARY NOISE	This code is used for complaints of loud or annoying noises. It is generally used for complaints of loud music, talking, parties, barking dog complaints, etc. Ask what type of noise is involved and where the noise is coming from.
45	VANDALISM	This code is used for complaints of deliberate or malicious destruction or damage of public or private property. Ask what happened, when the incident occurred, and obtain any information on the suspect(s). This report can be taken by the DPR officer if the suspect has left the scene or if the incident is not in progress. A unit will be dispatched if the complainant is not available to a telephone for call-back.
46	VICE OFFENSE	This code is used for complaints of drug offenses, gambling, prostitution, or lewd and lascivious behavior. Obtain all available descriptive information.
47	WANTED PERSON	This code is used when a complainant knows the location of a possible wanted subject. Obtain the name and description of the subject and try to determine what the charge is and by whom the subject is wanted. The Warrant Inquiry function may be used to review warrant information, but will not be used to determine whether or not a call will be entered.
48	WIRES DOWN (NO FIRE)	This code is used for complaints of wires being down where no fire or arcing visible. If possible, determine what type of wire is down.

Subject: POLICE PATROL COMPLAINT CODES	Series 2	Number 10	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
49	OTHER (SEE REMARKS)	This code should only be used when no other code applies and the situation must be explained in the remarks field of the CAD entry.
DU	DIVERSION UNIT	This code is used to enter calls for service for the report officer. The DU code is entered into the nature code field along with a code that indicates the type of offense. The CFS is entered to the location where the incident occurred. The present location of the complainant is entered in the name/address field. The CAD entry is forwarded to the appropriate radio channel and DPR officer.
DU 38	DIVERSION UNIT/ADVICE	This code is used for advice only calls that will be handled by the DPR officer. This type of CFS goes by CAD to the DPR officer, but does not go to the affected radio channel.

- Note

On any DPR call where call-back is not possible or the complainant is not available to a telephone, the call will be entered into CAD for dispatch as long as the caller is located in the City of Richmond.

Subject: POLICE TRAFFIC COMPLAINT CODES	Series 2	Number 11	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
50	ACCIDENT	This code is used for complaints of accidents involving one or more vehicles. Always ask if anyone has been injured. Police do not respond to accidents on private property unless It is a hit and run accident, fatality, or there exists a dispute Between the parties involved.
51	ACCIDENT WITH INJURY	This code is used for an accident where injuries are involved. Ask what type(s) of injury is involved, how many people are Injured, and whether anyone is trapped inside the vehicle(s). The responses will determine the type of response (police & EMS or police, EMS and fire).
52	ACCIDENT CITY PROPERTY	This code is used for complaints of accidents where City property is involved. Examples of these complaints include pot holes, trees on city property that fell on private property, accidents on the lots of city buildings, etc.
53	CITY VEHICLE ACCIDENT	This code is used for complaints of accidents involving city vehicles. RAA ambulance units and GRTC buses are not considered city vehicles.
54	DISABLED VEHICLE	This code is used for complaints of stranded or immobile vehicles in the roadway. Ask for a description of the vehicle.
55	HIT & RUN ACCIDENT	This code is used for complaints where an accident has occurred and one of the vehicles have left the scene without providing the proper information as required by law. This code is also used when accidents occurred and fictitious information was provided. Ask when and where the accident occurred, suspect and vehicle description and direction of travel if available.
56	HIT & RUN WITH INJURY	This code is used for complaints of hit and run accidents where an injury has occurred. Ask the same questions as with hit and run accidents.

Subject: POLICE TRAFFIC COMPLAINT CODES	Series 2	Number 11	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

<u>CODE</u>	<u>COMPLAINT</u>	<u>DESCRIPTION</u>
57	INTOXICATED DRIVER	This code is used for complaints of persons driving vehicles while intoxicated. Ask for a description of the vehicle and the driver as well as a direction of travel.
58	RECKLESS DRIVER	This code is used for complaints of persons driving vehicles in a reckless manner. Obtain a description of the vehicle, Suspect and direction of travel if available.
59	TRAFFIC COMPLAINT	This code involves traffic and related problems. These complaints include, but are not limited to, parking violations, Vehicles blocked and signal light problems.

Subject: FIRE COMPLAINT CODES	Series 2	Number 12	Revised 02/01/08	
--------------------------------------	-----------------	------------------	-------------------------	--

FIRE – FULL ASSIGNMENT RESPONSE

- 60 Alarm, Fire, Unknown type
- 61 Alarm, Fire, Smoke/Heat (Indicate type of alarm received)
- 62 Alarm, Sprinkler/Waterflow (Indicate type of alarm received)
- 63 Apartment fire
- 64 Building fire
- 65 Chimney or Furnace fire
- 66 Electrical fire (Use when no flames are visible)
- 67 Fuel Facility fire
- 68 Garage fire
- 69 Gas leak (inside)
- 70 House fire
- 71 Kitchen/appliance fire
- 72 Smoke inside structure
- 73 Unknown fire
- 74 Other full assignment

FIRE – SINGLE COMPANY RESPONSE

- 75 Accident (not trapped)
- 76 Assist Police (no fire)
- 77 Carbon Monoxide alarm
- 78 Cut off water
- 79 Dumpster fire
- 80 Gas leak (outside)
- 81 Take a fire report
- 82 Transformer fire
- 83 Trash fire
- 84 Tree/brush/woods fire
- 85 Vehicle fire
- 86 Wash down
- 87 Wires arcing
- 88 Wires down (no fire)
- 89 Other single company assignment

Subject: FIRE COMPLAINT CODES	Series 2	Number 12	Revised 02/01/08	
--------------------------------------	-----------------	------------------	-------------------------	--

FIRE – SPECIAL RESPONSES

- 90 Accident / person trapped
- 91 Aircraft crash
- 92 Elevator incident
- 93 Hazardous material incident
- 94 Helicopter in distress
- 95 Railroad derailment
- 96 River rescue (Includes suicide attempts, i.e., jumpers from bridges over water)

MISCELLANEOUS CODES

- 97 Reserved
- 98 Silent 9-1-1 call
- 99 Ambulance notified

Subject: EMS COMPLAINT CODES	Series 2	Number 13	Revised 02/01/08	
-------------------------------------	-----------------	------------------	-------------------------	--

On all EMS complaint calls the call-taker must enter a **99** in the nature field (F, G, and H) of the call entry format. The 99 code will allow the call-taker to enter an EMS complaint code in the field (I) provided. An asterisk (*) indicates and automatic First Responder unless overridden.

- 901 Abdominal pain/ problem
- 902 Allergic/ hive/ medication reaction
- 903 Animal bite
- 904 Assault / rape
- 905 Back pain
- 906 Breathing problem
- 907 Burns
- 908 Carbon monoxide poisoning / inhalation
- 909* Cardiac / respiratory arrest
- 910* Chest pain
- 911* Choking
- 912 Convulsions / seizures
- 913 Diabetic problem
- 914* Drowning / diving accident
- 915* Electrocution
- 916 Eye problem
- 917 Fall
- 918 Headache
- 919 Heart problem
- 920 Hemorrhage / bleeding
- 921* Industrial / machinery accident
- 922 Multiple complaints
- 923 Overdose / poisoning / ingestion
- 924 Pregnancy / childbirth/ miscarriage
- 925 Psychiatric problem
- 926 Sick person (specific diagnosis)
- 927* Stab / gunshot wound
- 928 Stroke / CVA
- 929 Traffic accident – injury
- 930 Traumatic injury – specific
- 931* Unconsciousness / fainting
- 932* Unknown problem / man down
- 933 Assist other agency
- 934 Neonatal run
- 935 Stand-by (police / fire/) includes suicide attempts like jumpers
- 936 Transport (emergency)
- 937 Transport (routine)
- 938 Other – specify

Subject: ALI – AUTOMATIC LOCATION INDICATION (ALI)	Series 2	Number 14	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

ALI Queries:

Each time the ALI data base is queried for telephone number information, an ALI Query form will be completed and submitted by the person making the inquiry. The communications officer making the request will fill in the telephone number and give the sheet to the supervisor who will make the query. The supervisor will query the number in the data base, fill in the appropriate information on the ALI Query form and return the form to the communications officer who made the request. The communications officer will verify that the number checked by the supervisor and document this verification on the form. A separate sheet will be completed on each query and all queries must be documented. When the transaction is complete, the form will be forwarded to the Administrative Assistant for filing.

The ALI Query function is not an investigative tool, and shall only be used by communications personnel to obtain an address to facilitate emergency response or assistance. The ALI Query function will not be used to provide information in situations that do not meet the above criteria.

ALI QUERY Phone Number Queried: _____ (Phone number you want checked) Person Requesting and Position: _____ (Name of CO and position or other person making request) Reason: _____ _____ _____ Queried By: Supervisor and Position: _____ (Name of supervisor and position used to check number) Listing: _____ _____ _____ (To be filled in by Supervisor) Verified by person making request: _____ (Check number and verify it is correct) Date and Time: _____ (Must be filled out on all 9-1-1 queries and turned in daily)
--

Subject: ALI – AUTOMATIC LOCATION INDICATION (ALI)	Series 2	Number 14	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

When information received on the ALI screen is missing or incorrect, the call-taker will complete and submit an ALI correction form. When completed, the form will be given to the on-duty supervisor.

The ALI correction form includes the following information:

- Date of the 911 call
- Time of the 911 Call
- Operator ID - Communications Officer's identification number
- Supervisor ID – Communications Supervisor's identification number
- Name of Telephone carrier
- ANI Display – the telephone number displayed on the ALI. Indicate whether flashing or steady
- ALI Display – does the ALI indicate that the call was received from Busn, Resd, PBX, CNTX, Coin, Pay, FX Line, or Information Error
- Displayed Customer Name, Displayed Address, Displayed Community
- If Missing or Incorrect information – enter correct information for
 - Telephone number
 - Customer name
 - Address
 - Community
 - Services – Police, Fire, Rescue
 - Location (Apt or room number)
 - If Misdirect – enter correct jurisdiction
 - Comments
 - Operator / Supervisor comments
 - Spaces for PSAP Coordinator's use
 - Spaces for telephone carrier use

Subject: CALL SPECIFIC CALL-TAKING PROCEDURES	Series 2	Number 16	Revised 02/01/08	
--	-----------------	------------------	-------------------------	--

ABANDONED CHILDREN:

A call for service will be entered on **all** complaints received involving children abandoned or left alone. If the complaint is received from Social Services or Child Protective Services, a call for service will be entered. It is not necessary for the complainant to be on the scene or to meet the officer for a police dispatch to occur. When the responding officer arrives on the scene, he/she will determine whether additional services are required. However, if there is an indication that the child or children are injured or in need of medical attention, EMS will be dispatched on the initial CFS.

SILENT 9-1-1 CALLS:

When a call-taker receives a silent 9-1-1 call, (a 9-1-1 call where the caller has abandoned the line) he/she will immediately attempt to call the number. If it is determined that assistance is not needed, no further action is required. If assistance is needed, take the appropriate action. If the call-taker does not receive an answer or the line is busy, a CFS will be entered as a silent 9-1-1 call. A notation will be made in the remarks field as to what occurred on the call-back (that the line was busy when called back, that there was no answer, or that the voice mail was activated). Silent 9-1-1 calls to businesses and coin phones will be entered as a priority 3. silent 9-1-1 calls to residences will be entered as a priority 4, but will not be simulcast.

SUICIDE ATTEMPTS – JUMPERS FROM BRIDGES:

All calls for suicide attempts involving jumpers from bridges over water, will be entered for police, EMS (code 935 / Standby), and fire (code 96 / River Rescue) response on the initial entry of the CFS. On attempt suicide calls involving jumpers from buildings or bridges, not over water, a CFS will be entered for police, EMS, and fire response using the appropriate code on the initial call entry. All other attempt suicide calls, not involving jumpers, will be handled according to the method being used in the attempt.

RELEASE OF DMV INFORMATION:

The **only** information which can be released to a citizen is whether or not a vehicle is listed as stolen or if a vehicle has been towed. A communications officer may also advise where the vehicle was towed. Registration information will not be given to a citizen under any circumstance. VCIN and/or NCIC information will also not be given to anyone who is not authorized to receive it.

Subject: CALL SEPECIFIC CALL-TAKING PROCEDURES	Series 2	Number 16	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

CALLS FOR PROBATION AND PAROLE:

The following procedure has been established for handling calls to pick up prisoners at any Probation and Parole office.

The Probation and Parole Office generally notifies DEC that they are holding a prisoner for transportation. They will fax an Apprehension Data Form to DEC. This form contains the descriptive and other information about the prisoner.

A CFS will be entered into CAD for dispatch and assigned a priority 3. After the call entry, the data room operator will be notified of the incoming fax message and upon receipt, will immediately give the message to the affected police channel operator.

The police channel operator will dispatch a wagon and a back-up unit. If a wagon is not available, a patrol unit may dispatched with a back-up unit. **A back-up unit will always be dispatched (if available).** At a convenient time, the channel operator will add the descriptive from the Apprehension Data Form, to the call for service, using the “append call” function.

When an off-duty officer is working at the Probation and Parole office, he/she will call DEC for a wagon (only) for transport. An Apprehension Data Form will not be faxed to DEC, nor will it be necessary for a back-up unit to be dispatched.

REQUESTS FOR SERVICE – BURST WATER PIPES:

The Department of Public Utilities (DPU) has established protocol involving requests for service for burst water pipes on private property. DPU generally responds to such requests within thirty (30) minutes. When a request is received to cut off water because of burst pipes, the complaint will be handled according to the severity of the situation. Any calls that present a fire hazard, should be dispatched immediately. This includes, but is not limited to, electrical hazards, hazards involving gas appliances, etc.

Subject: CALL SEPECIFIC CALL-TAKING PROCEDURES	Series 2	Number 16	Revised 02/01/08	
---	-----------------	------------------	-------------------------	--

CALLS FOR SERVICE – OTHER JURISDICTIONS:

When DEC receives calls for service, where the incident is occurring in another jurisdiction, the call will be entered into CAD. These calls are entered into CAD using the “undetermined location” format. When entering the call, place an “X” in the precinct field. This will write the call to record. This procedure does not apply to calls which are transferred to the other jurisdiction.

When complaints are received and the jurisdiction is in question, enter the call for service in the CAD using the “undetermined location” format. In the precinct field, enter the precinct that is closest to the complaint.

TELETYPE REQUESTS – OTHER JURISDICTIONS:

Valid requests from another jurisdictions will be entered into CAD for dispatch.

REQUESTS FOR ASSISTANCE:

When requests are received from service agencies (police, fire, RAA, DPW, etc.), these requests should be handled as efficiently and expeditiously as possible.

ALL UNIT BROADCASTS – OTHER JURISDICTIONS:

Information received concerning criminal offenses which have just occurred will be entered into CAD (using the “undetermined location” format) and broadcast. Radio channel operators should retain the CAD number for future reference. All Unit Broadcast forms will be written for any call which may require follow-up.

CALLS TO RICHMOND PUBLIC SCHOOLS:

The safety of our school population is one of the highest priorities of the city. The DEC must all always handle calls with respect to this priority. Any call received concerning shooting, disorderlies, armed persons or other violent crimes which may adversely affect school safety will receive a minimum of a priority three (3). Calls determined to be “cold”, incidents that occurred during the night or over a weekend will be handled in the normal manner.

Subject: POLICE RADIO OPERATIONS AND PROCEDURES	Series 3	Number 0	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

The radio system in use in the City of Richmond is a digitally trunked regional radio system. Under the scrutiny of the Federal Communications Commission (FCC) and the Division of Emergency Communications command structure, the Communications Officer (CO) is responsible for governing the manner in which radio transmissions are performed. Accordingly, the CO will maintain full control of radio transmissions at all times. Communications Officers must exercise responsible control over radio transmissions to effectuate the appropriate and orderly use of the system. All field units are required to keep the Communications Officer updated on their status and location. Information and times associated with field unit status is captured and recorded by the CAD.

When radio calls are assigned to field units, they will acknowledge the call. Field units will notify the channel operator when it becomes necessary for the unit to switch from his/her assigned talk group. When permitted by the channel operator, field units may use the radio system to talk to another field unit or supervisor. Field units may also broadcast information, descriptions, and requests to other units when permitted to do so by the channel operator. Field units will also mark out of service on self-initiated calls. Such calls include, but are not limited to traffic tops, meals, personal relief, citizen assistance, warrant service and other complaints using DEC complaint codes.

Field units will be identified by the radio system when transmitting on their hand-held radio. The officer's name and assigned radio number displays at the affected radio console. When transmitting, using the unit's mobile radio, the unit number and shop number displays at the affected radio console. When transmitting, officers will identify themselves by unit number or code number as appropriate.

On a daily basis, employees interact with various agencies, internal and external to the city infrastructure. Communications between DEC and these agencies is accomplished in several ways; telephone direct dial, telephone ring-down lines, telephone speed dial, teletype, MDC, MDT, and facsimile. Notifications are made, and information relayed, to state, local and federal agencies using these methods.

Notifications are made daily to police field supervisors. Field supervisors are notified, and may respond, to any serious event; serious injury, sudden death, police calls for assistance, pursuits, and unusual or noteworthy events.

Subject: POLICE RADIO OPERATIONAL GUIDELINES	Series 3	Number 1	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

As a general rule, the Communications Officer is responsible at all times for making the most efficient use of available police units by the expedient handling of calls and the optimum utilization of specialized units when available. Call assignment will vary depending on the nature and severity of the call. Under the Differential Police Response Policy, certain offense reports and advice calls are handled by telephone.

All other calls require, at a minimum, dispatch of one (1) police unit. Two or more units may be dispatched when it is determined by the totality of the circumstances. This includes, but is not limited to:

- The possibility that the officer could be in danger when arriving on the call
- A citizen may be in imminent danger
- More than one officer is needed to meet common policing practice requirements (i.e., a break in call requiring officers to cover various parts of a building).

The number of police units dispatched by the channel operator will be determined by the nature of the call, the information received relative to the call, and the field units available to handle the call for service request.

The channel operator will be levelheaded, display emotional stability, common sense, and be able to make quick and positive decisions. The channel operator's use of judgment and discretion based on the known circumstances is crucial.

Communications Officers must be able to determine the number of units needed for each call, select the units, instruct them, and follow up each call to ensure completion. He/she must be able to handle all calls thoroughly during times of low and peak activity.

The radio operator will always conduct him/herself in a professional manner. His/her voice will give the distinct impression that he/she is alert and ready to act or respond. The channel operator will convey a neutral, yet respectful and courteous manner when interacting with field units.

Communications Officers are required to be involved in and aware of ongoing operations pertaining to his/her assigned position. The communications officer's function is more than just assigning calls and answering units. He/she must continuously monitor the activities on the channel, take action, provide information, relay transmissions, etc., without being asked to do so. The radio operator must be assertive to coordinate and control the radio operations and to render unsolicited assistance to the field units when necessary. No Communications Officer will act as a passive bystander to the operations on his/her assigned channel.

Subject: BROADCAST INFORMATION	Series 3	Number 2	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

A Communications Officer is expected to perform professionally in his/her field, and as such, must sound professional in the manner in which he/she broadcasts. In general, a Communications Officer will:

- Think before transmitting
- Know what needs to be said
- Avoid broadcasting over a “10-5” in progress
- Maintain a constant voice volume, which neither trails off nor increases into a distorted signal
- Speak clearly and distinctly
- Be impersonal while broadcasting and utilize third person language, avoiding the use of “I”
- Avoid familiarity and the use of names
- Forget humor
- Broadcast lengthy messages in segments

Avoid phrases and words that are difficult to understand. Select terms that are understandable and don’t use words that sound similar to other words. Some examples of phrases are:

- | | |
|---------------------------|------------------------------|
| • <u>Poor / Incorrect</u> | <u>Suggested / Preferred</u> |
| Can’t | Unable |
| Get | Obtain |
| Do you want? | Advise if |
| Call and see | Check or ascertain |
| Pick up and hold | Apprehend or detain |
| Trailer hitch on rear | Trailer hitch (where else?) |
| 1999 “Beamer”, color red | Red 1999 BMW |

In broadcasting information, spell the names that are unusual or those that have uncommon spellings. When spelling or when using letters in messages, utilize the Phonetic Alphabet.

When using the Phonetic Alphabet, say the letter first and then use its identifier, such as “A- Adam, B- Boy”, not “A as in Adam, B as in Boy”. When transmitting license numbers, the phonetic letters followed by the numbers will be used, for example, “Adam-Bo/y-Ocean-Young 2-3, (ABOY23).

Subject: BROADCAST INFORMATION	Series 3	Number 2	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

Aural Brevity Codes or “Ten Signals” are used to conserve airtime and achieve reliability in the message being transmitted. Its usage also increases the speed at which information can be transmitted. Reliability is achieved by the “Ten” portion of the signal which is an alert indicating that information is about to follow. The “Signal” portion (the number that follows Ten), is the information content. It is a condensation of several words and it therefore achieves speed by the use of brevity. A complete list of the ten signals is listed in this ratio section

Some examples of improper use of Aural Brevity Codes and suggested corrections are listed below:

Incorrect	“Unit 211, are you 10-4 at that location”
Correct	“Unit 211, 10-4”
Incorrect	“Unit 310, what is your 10-20”
Correct	“Unit 310, 10-20”
Incorrect	“Can you 10-9 that information I was on the phone with Henrico”
Correct	“10-9 radio was 10-6”

The use of acronyms and abbreviations also increases speed and conserves airtime. Some commonly used abbreviations and acronyms are listed below:

- PSAP Pronounced “P-Sap” , Public Safety Answering Point
- VCIN Pronounced “V-Cin”, Virginia Criminal Information Network
- RASI Pronounced “Ras-ie”, Richmond Ambulance Service Inc. (RAA)
- VCU/MCV Virginia Commonwealth University/ Medical College of Virginia
- DOA Dead on arrival
- GOA Gone on arrival

Subject: BROADCAST INFORMATION	Series 3	Number 2	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

Military or 24-Hour Time will be used in all transmissions, on all reports, records, etc. In 24-Hour Time, there is no indication of “AM” or “PM”. A day is considered to be one period of twenty-four (24) consecutive hours beginning at midnight and ending at midnight the next day. The following list compares 24-Hour Time with 12-Hour Time.

24-Hour Time:

2400 (2400 hours)
0001 (zero,zero, zero one hours)
0100 (zero one hundred hours)
1300 (thirteen hundred hours)
2000 (twenty-hundred hours)
2300 (twenty-three hundred hours)

12-Hour Time:

Midnight
12:01 A.M.
1:00 A.M.
1:00 P.M.
8:00 P.M.
11:00 P.M.

In 24-Hour Time, four digits are used. For example, 1555 hours means 15 hours and 55 minutes after midnight; 0420 means 4 hours and 20 minutes after midnight. The time 1555 is transmitted as “Fifteen-fifty-five hours” and 0420 is transmitted as “Zero-four-twenty hours”.

Subject: POLICE DISPATCH PRIORITIES AND PROTOCOLS	Series 3	Number 3	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Priority 0 - Officer Initiated Calls

On-sight calls handled by the officer who has observed a situation requiring police action. Also administrative or personal calls initiated by the officer such as court, meal, or assignment.

Priority 1 - Diverted Calls

Calls with no crime in progress, no injury, no imminent danger of any kind to life or property, and no community disorder.

These calls will be assigned to the Differential Police Response unit (DPR), for call-back. The caller will be advised that the call-back will be as soon as possible.

Priority 2 - Routine Calls for Assistance

Non-violent disorderly situations, such as, intoxicated people, suspicious persons, loud music, and loitering.

The caller will be advised "we will have an officer to you when available".

Priority 3 - High Impact Calls

Random gunfire, property crimes in progress, accidents without injury, violent crimes, such as sex offenses or property crimes in which the offender is no longer on the scene, but is within the area or otherwise apprehendable, and silent 911 calls (except to residences), also, any calls that will have a high impact on an individual's or neighborhood's immediate sense of safety.

Assigned to the beat officer if available. If the beat officer is not available and an adjoining beat unit in the same precinct is unavailable, the dispatch of a unit from an adjoining precinct is pre-approved. The radio operator is allowed to make the decision to assign a beat unit across beat boundaries to include precinct boundaries one beat away. The dispatch of a unit from another precinct more than one beat away must be approved a police supervisor. Caller told the response to the incident will be as soon as possible.

Subject: POLICE DISPATCH PRIORITIES AND PROTOCOL	Series 3	Number 3	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

Priority 4 - Emergency Calls

Holdup alarms for businesses during business hours, silent 911 calls to residences. Calls with immediate risk of death or grievous injury. Calls in which the perpetrator is still on the premises (not just in the vicinity), and calls including cold calls involving suspicious death or grievous injury. *Assigned to the nearest officer. Caller told that response will be immediate. A single tone will be used and the call simulcast on channels one (1) through five (5), with the exception of silent 911 calls to residences and accidents with injury.*

Priority 5 – Police Threat Calls

Calls in which an officer is threatened and needs immediate assistance for his or her safety. *Assigned to nearest units. A double tone will precede this call announcement and the call will be simulcast on channels one (1) through six (6).*

Use of Priority 5:

The priority 5 code should be used when a call for service is received indicating that, fire, EMS or private security personnel are in immediate danger. The call-taker must completely and accurately indicate the nature of the need for assistance, based on all information received.

The dispatch procedure is the same as any call involving eminent danger to emergency service personnel, in that the call is to be simulcast, preceded by two alert tones. All information, as entered in the call, will be accurately relayed to the units by the radio operator.

At least two (2) units will be dispatched. Any further responding units in the area will be logged out as they advise. If field supervisors chose to do so, they may cut off any additional responding units as they deem appropriate. **A “MADAY” can only be initiated by an officer from the street, and the term “MADAY” must not be used unless this is the case. An officer needs assistance call can be initiated by a citizen or an officer from the street.**

Subject: POLICE DISPATCH PRIORITIES AND PROTOCOL	Series 3	Number 3	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

City Vehicle Accidents:

Police vehicle accidents are the **only** city vehicle accidents that will be dispatched outside the city limits. Reports from local law enforcement personnel will be relied on in instances of other accidents involving city vehicles.

Motor Vehicle Accidents:

Any available traffic unit, city-wide, will be dispatched to handle accidents involving multiple vehicles, fatality, or personal injury where the victim has left the scene prior to the arrival of the investigator.

Noise Complaints:

Noise complaints which have been pending in excess of two (2) hours, will be canceled by using the beat unit notified (BUN) function if there is no complainant and only one call was received.

Citizen Refusal of DPR:

Police will be dispatched only when circumstances dictate. Calls which can be handled by DPR will be entered into CAD. If a complainant refuses DPR, they will be advised that police are not responding.

Police Notification of Pending Calls:

If only the beat officer has been notified of a pending call, that information should be documented on the CFS using the "append call" function. The "Lieutenant Notified" key should only be used when and if the Lieutenant is actually notified.

Assignment To Follow (ATF) Broadcast:

ATF will be broadcast repeatedly and in a timely fashion. The radio operator is responsible for a call until it has been dispatched and acknowledged by the assigned unit. ATF broadcast information should be appended to the pending call after the broadcast. A field supervisor should be notified of high impact calls, or any situation where a call may be adversely impacted if held for the beat or adjoining beat unit. The communications supervisor should also be notified.

Dispatching Police Units by Telephone:

The telephones on police dispatch channels are there for outgoing calls only. The telephone numbers are unlisted. Telephone calls will not be accepted from units requesting to be marked in or out of service, on duty or off duty, etc. Channel operators are not permitted to answer or accept incoming calls at the police radio position. If, due to unusual or emergency reasons, a unit needs to change their status by telephone, the call will be handled by a supervisor on duty.

Subject: POLICE DISPATCH PRIORITIES AND PROTOCOL	Series 3	Number 3	Revised 02/01/08	
---	-----------------	-----------------	-------------------------	--

Safety Checks:

On potentially volatile situations or calls, the radio operator will check on units as necessary and appropriate. Radio operators should not become complacent, relying on the CAD safety check function, but utilize good judgment and be mindful of the status of units at all times. The CAD System is programmed to flash at the appropriate time intervals for safety checks and will continue flashing until the radio operator makes the appropriate contact with an officer. Radio operators may waive safety checks if they have had radio contact with the officer within one to two minutes of the scheduled check. Safety checks may also be waived for situations where the officer has notified the radio operator that he/she will be out of service and will have the radio turned off (court, training, community or precinct meeting, etc). Safety checks are not required for units that are assigned motor vehicle accidents. Safety checks will be logged into CAD with a notification of the situation.

Stop Signs Missing / Down:

Any calls received for the sign shop during or after hours concerning stop signs, will be given to them immediately. After hours, the on-call person will be notified immediately. Police authorization or request is not required.

Mental Papers:

Mental papers will be entered using the appropriate location format. The channel operator in whose radio precinct the paper is held will handle the dispatch of the CFS. Service or transfer of the paper is the responsibility of the unit assigned.

Beat Unit Notified (BUN):

The radio operator will notify the beat unit and/or adjoining unit of a DPR call by advising that the call will be handled by DPR and enter "BUN" in the appropriate field when notification is made.

Identification of Complaints:

The name and address of complainants will not be given on any radio channel unless it is pertinent to the call or is of an emergency nature. If an emergency exists and the name is needed, the Communications Officer will broadcast the name at the request of the police unit. Otherwise, units requesting this information shall call communications. When information on a "refused" complainant is relayed to police personnel, the details will be recorded on the day sheet. Communications Officers may broadcast a complainant's name when the complainant must be located for calls to take a report or see the complainant. Always advise responding units whether or not a complainant wants to be seen.

Subject: DIFFERENTIAL POLICE RESPONSE GUIDELINE	Series 3	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Under dispatch protocol and guidelines, police units can be diverted to higher priority calls if necessary. Additionally, the radio operator has the authority to upgrade calls to a higher priority if warranted. Radio operators will coordinate with other police dispatch channels for better resource management when the call load or activity is excessive.

Definitions

- I- Immediate Dispatch
- D- Delayed Response
- A- Alternative (DPR)

<u>CODE:</u>	<u>DESCRIPTION:</u>	<u>RESPONSE TYPE:</u>		
10 - Abandoned	Vehicles If Suspicious Bicycles (wagon p/up)	CADS I	D	
11 - Animal Bite	In Progress or In Area Take a report	I		A
12 -	Armed Person	I		
13 - Assault	In Progress or Just Occurred Take a report (domestic) Take a report (non-domestic)	I	D	A
14 - Assist	Child Locked in vehicle Getting belongings	I	D	
15 - Bomb Threat		I		
16 - Break & Enter	In Progress / Just Occurred Take a report Shed / garage (detached)	I	D	A

Subject: DIFFERENTIAL POLICE RESPONSE GUIDELINE	Series 3	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

<u>CODE:</u>	<u>DESCRIPTION:</u>	<u>RESPONSE TYPE:</u>	
17 - Burglar alarms	Considered In Progress	I	
18 - Disorderly	Considered In Progress	I	
19 - DOA	Suspicious / Violent Natural	I	D
20 - Domestic	Considered in progress	I	
21 - Fight	Considered in progress	I	
22 - Found Property	Weapons	I	
23 - Fraud / Forgery	Narcotics or prescription In progress Take a report	I I	A
24 - Holding Person		I	
25 - Hold Up Alarm	Considered in progress	I	
26 - Indecent Exposure	Considered in progress Take a report	I	A
27 - Insecure Building	Considered in progress	I	
28 - Intoxicated Person	Considered in progress	I	
29 - Larceny	In progress Take a report	I	A

DEC Operations 3.4

Division of Emergency Communications
Operations Manual

Subject: DIFFERENTIAL POLICE RESPONSE GUIDELINE	Series 3	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

<u>CODE:</u>	<u>DESCRIPTION:</u>	<u>RESPONSE TYPE</u>		
30 - Mental Subject	If disorderly Green warrant	I	D	
31 - Missing Person	Normal circumstances Juvenile (under age 18) Elderly / Senile	I I		A
32 - P.B. Snatch	In progress / Just Occurred Take a report	I		A
33 - Person Down	Considered in progress	I		
34 - Random Gunfire	Considered in progress	I		
35 - Prowler	Considered in progress	I		
36 - Recovered Vehicle	Chance of apprehension Take a report	I	D	
37 - Robbery	Considered in progress Take a report	I	D	
38 - Reference	For advice			A
39 - Sex Offense	In progress / Just occurred Take a report	I	D	
40 - Shooting (Person shot)	Considered in progress Take a report	I	D	
41 - Stolen Vehicle	In progress / Just occurred Take a report	I		A
42 - Suspicious	In progress / just occurred Take a report	I		A

Subject: DIFFERENTIAL POLICE RESPONSE GUIDELINE	Series 3	Number 4	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

<u>CODE:</u>	<u>DESCRIPTION:</u>	<u>RESPONSE TYPE</u>		
43 - Trouble Unknown	Considered in progress	I		
44 - Unnecessary Noise	Usually music / noise		D	
45 - Vandalism	In progress / Just occurred Take a report	I		A
46 - Vice Offense	In progress / Just occurred Take a report Pass on information	I (Help Line Report)		A
47 - Wanted Subject	Considered in progress Pass on information	I		A
48 - Wire Down (no fire)	Traffic Control	I		
49 - Other	Use only if no other code applies - Call-taker discretion.			
50-56 - Accident	In progress / Just occurred Take a report (hit and run)	I	D	
57 - Intoxicated Driver		I		
58 - Reckless Driving		I		
59 - Traffic Complaint	If hazard Parking tickets, etc.	I	D	
98 - Silent 911 Call	Considered in progress *Call-taker will call back, if no satisfactory response received, call will be entered; radio operator will dispatch call & cannot call back unless requested by officer who is on scene.	I		

Subject: AURAL BREVITY CODES (TEN SIGNALS)		Series 3	Number 5	Revised 02/01/08	
---	--	-----------------	-----------------	-------------------------	--

10-1	Signal Weak	10-20	Location		
10-2	Signal Good	10-21	Call (_____) by Phone		
10-3	Stop Transmitting	10-22	Disregard		
10-4	Affirmative (OK)	10-23	Arrived at Scene		
10-5	Relay (to)	10-24	Assignment Completed		
10-6	Busy	10-25	Report to Meet (_____)		
10-7	Out of Service	10-26	Estimated Time of Arrival		
10-8	In Service	10-27	Drivers License Info		
10-9	Say Again	10-28	Vehicle/License Plate Info		
10-10	Negative	10-29	Record Check		
10-11	_____ On Duty	10-30	Danger / Caution		
10-12	Standby (Stop)	10-31	Pick Up		
10-13	Existing Conditions	10-32	_____ Units Needed (specify)		
10-14	Prepare to Copy	10-33	Help Me Quick		
10-15	Message Delivered	10-34	Time		
10-16	Reply to Message	10-35			
10-17	Enroute	10-36	Felony Warrant on File		
10-18	Urgent	10-37	Misdemeanor Warrant on File		
10-19	(In) Contact				

Subject: PHONETIC ALPHABET	Series 3	Number 6	Revised 02/01/08	
-----------------------------------	-----------------	-----------------	-------------------------	--

In broadcasting information, spell the names that are unusual or those that have uncommon spelling. When spelling or when using letters in messages, utilize the phonetic alphabet. The authorized phonetic alphabet is listed as follows:

A - Adam

N - Nora

B - Boy

O - Ocean

C - Charles

P - Paul

D - David

Q - Queen

E - Edward

R - Robert

F - Frank

S - Sam

G - George

T - Tom

H - Henry

U - Union

I - Ida

V - Victor

J - John

W - William

K - King

X - X-Ray

L - Lincoln

Y - Young

M - Mary

Z - Zebra

Subject: POLICE DISPOSITION CODES	Series 3	Number 7	Revised 03/08/05	
--	-----------------	-----------------	-------------------------	--

Disposition Codes:

General:

- 11 Assignment / Investigation Complete
- 12 No Police Report Required / Necessary
- 13 Gone On Arrival, Unable to Locate, Unfounded
- 14 Assisted Police Unit
- 15 Assisted Fire / Ambulance
- 16 Assisted Other (i.e. Complainant)
- 17 Advised
- 18 Call /Assignment Canceled (By Police Unit, DEC, Complainant)

Arrests:

- 30 On View Felony
- 31 On View Misdemeanor
- 32 Summons Issued
- 33 On File Warrant Served
- 34 Mental Warrant (All Aspects)
- 35 Parking Citation / City Decal Citation Issued
- 36 DUI Arrest (Do Not Include With Code 31)

Traffic Related:

- 60 Accident Investigation / Report
- 61 Accident Investigation / Non-Reportable
- 62 Accident on City Property / Report
- 63 Assisted with Traffic / Crowd Control
- 64 Suspension Notification Issued (DMV Form)
- 65 Insurance Confirmation Issued (DMV Form)
- 66 Vehicle Towed
- 67 Selective Enforcement Assignment

K-9 Use:

- 72 Apprehension / Seizure
- 73 Open / Area Search
- 74 Officer Protection / Safety
- 75 Walking Assignment
- 76 Tracking Assignment
- 77 Building Search
- 78 Vehicle Search

Subject: POLICE DISPOSITION CODES	Series 3	Number 7	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Miscellaneous:

- 80 Information Received
- 81 Stolen Vehicle Recovered
- 82 Residence / Vacation Home Checked - No Further Action Required
- 83 Business / Merchant Checked – No Further Action Required
- 84 Property (Seized / Found)
- 85 Guns / Weapons (Seized / Recovered / Found)
- 86 Truancy (All Truant Contacts)

Drug Related Codes:

- 90 Narcotics Seized – Marijuana
- 91 Narcotics Seized - Heroin
- 92 Narcotics Seized – Cocaine (powder)
- 93 Narcotics Seized – Cocaine (crack)
- 94 Narcotics Seized – All Other Drugs

Alarm Dispositions:

- A Alarm Activation – Cause for activation found (use secondary disposition code)
- B Alarm Activation – Actual Incident (use secondary disposition code)
- C Alarm Activation – Weather, power outage or other related causes
- D Alarm Activation – For higher priority response
- E Alarm Activation – No cause for activation found
- F Alarm Activation – Employee Error (business opening / closing)
- G Alarm Activation – Employee error (robbery / hold-up)
- H Alarm Activation – Canceled by alarm company / owner

Subject: USE OF ALERT LIGHT AND NOTIFICATIONS	Series 3	Number 8	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Communications Officers assigned to police, fire, and telephone positions will activate the alert light for any situation or incident where priority communications are given to units at an emergency scene or where a communications supervisor's attention is immediately needed.

Upon assuming control of the radio or telephone console, the Communications Officer will test the alert light to ensure that it is functioning properly. The Communications Officer will also check pre-set multi-select and announcement groups at the radio console.

The alert light will be used in incidents such as an in progress break-in, pursuits, officer needs assistance calls, holdup and robbery calls, upgraded or multi-alarm fire calls, etc.

A Communications Officer will notify or cause to be notified the responsible supervisor of any event, incident, or occurrence which is unusual, questionable, or of any situation that may command media attention or utilize a large amount of public safety resources. The communications supervisor must be kept informed of any incident that should be reported to DEC, police, fire, DPW, or other city administration personnel. These notifications may be made in person, via telephone, or by utilizing the appropriate page or pager group. Police Department notifications will be conducted using established guidelines and procedures.

Subject: DATA ROOM / SERVICE CHANNEL OPERATIONS	Series 3	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Personnel assigned to work in the Emergency Communications Teletype or Data Room, shall check equipment at the beginning, the end, and at least two (2) other times during their assigned shift. Personnel will ensure that the equipment is printing properly, the ribbon is in good condition and there is a sufficient supply of paper for all printers. Personnel shall document and initial, in the appropriate logs, the times that equipment is checked and indicate repairs, maintenance or unusual occurrences involving equipment. Personnel will utilize the check list on the back of the Data Transaction Log sheet.

Records Involving “Car-jackings”:

All entries involving “car-jackings” are to be entered EV-P. This ensures that the vehicle will be held and properly processed when it is recovered. Copies of all entry and clear messages related to these incidents are to be forwarded to the violent crimes section of the detective division.

Statewide Broadcast Messages:

VCIN nationwide and statewide broadcasts of a non-law enforcement nature, will not require the prior approval of the Chief of Police, Emergency Communications OIC, or shift supervisor. The employee assigned to data room operations will make that decision using sound judgment, discretion and accepted practices. The on-duty supervisor will be consulted if necessary.

Stolen Vehicle Entries:

When the DMV system is out of service, stolen vehicles should be immediately entered by the license number only. This is necessary for the safety of police personnel and citizens. Once the DMV system is back in service, the information should be verified and modified with the appropriate formats.

DEC Operations 3.9

DATA TRANSACTION LOG

DATE: _____

VCIN TERMINAL	MIDNIGHT	DAY	EVENING	OFFICE USE ONLY
INQUIRIES (CHECKS)				
MADE ON SYSTEM				
	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
ENTRIES MADE ADMINISTRATIVE LICENSE SUSPENSION				
ARTICLES				
BOATS				
GUNS				
LICENSE PLATES				
PROTECTIVE ORDERS				
STOLEN VEHICLES				
STORED VEHICLES				
WANTED PERSONS				
LOCATES SENT	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
MODIFICATIONS MADE	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
CLERK STORED VEHICLES				
ALL OTHERS				
	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
MESSAGES TO OTHER AGENCIES ADMINISTRATIVE				
OUT OF STATE DMV				
	SUB-TOTAL =	SUB-TOTAL =	SUB-TOTAL =	
TOTAL VIA TERMINAL				
"HITS" MADE				
DMV	END	END	END	
TERMINAL	BEGIN	BEGIN	BEGIN	
ENQUIRIES	TOTAL =	TOTAL =	TOTAL =	
MISCELLANEOUS INFO				
SYSTEM OUT OF SERVICE				
MALFUNCTIONS, ETC				
COMMUNICATIONS OFFICER				

DEC Operations 3.9

MIDNIGHT

	TIMES CHECKED			
MIS PRINTER				
911 PRINTER				
UNIT STATUS PRINTER				
PENDING CALL PRINTER				
FAX MACHINE				
INITIALS				

DAY

	TIMES CHECKED			
MIS PRINTER				
911 PRINTER				
UNIT STATUS PRINTER				
PENDING CALL PRINTER				
FAX MACHINE				
INITIALS				

EVENING

	TIMES CHECKED			
MIS PRINTER				
911 PRINTER				
UNIT STATUS PRINTER				
PENDING CALL PRINTER				
FAX MACHINE				
INITIALS				

DEC Operations 3.9

Division of Emergency Communications Operations Manual

Subject: DATA ROOM / SERVICE CHANNEL OPERATIONS	Series 3	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

In an effort to provide investigators, customers, and data room operators with all necessary information related to the recovery of stolen vehicles, the following information will be noted on the pink and blues:

- Space # 13** - (Recovered By) – enter the unit number and name of the officer making the stolen vehicle recovery.
- Space # 14** - (Date and time of recovery) - Self explanatory
- Space # 15** - (Disposition of vehicle / location towed to) - enter the *final* disposition of the vehicle (ex. Towed to Seiberts, released to owner on scene, etc).
- Space # 16** - (Name of person notified) - Self explanatory
- Space # 17** - (Check applicable blocks) - Self explanatory
- Space # 18** - (Owner notified by: Time:) - Self explanatory
- Space # 19 & 20** - (Additional recovery information) - include the location where the vehicle was found, whether or not there were apprehensions, and any other pertinent information.
- Space # 21** - (Recovery tty message sent) - was a teletype recovery message sent?
- Space # 22** - (Recovery all-unit broadcast) - will be done when vehicles are recovered
Within eight (8) hours of the time reported stolen.

13. RECOVERED BY	14. DATE AND TIME OF RECOVERY
15. DISPOSITION OF VEHICLE (LOCATION TOWED TO)	17. CHECK APPLICABLE BLOCKS ☐ IN RUNNING CONDITION ☐ NOT IN RUNNING CONDITION ☐ TURNED OVER TO OWNER ☐ UNABLE TO CONTACT OWNER ☐ TOWED ☐ IMPOUNDED BY POLICE ☐ LEFT PARKED ON STREET
16. NAME OF PERSON NOTIFIED	
18. OWNER NOTIFIED BY: _____ TIME: _____	
19. ADDITIONAL RECOVERY INFO	
20.	
21. RECOVERY TTY MESSAGE SENT _____ YES _____ NO	22. RECOVER ALL-UNIT BROADCAST _____ YES _____ NO

Subject: DATA ROOM / SERVICE CHANNEL OPERATIONS	Series 3	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Handling of Hits from the Service Channel to Data Room:

When “hit” information is sent to the data room printer, the service channel operator should notify the data room operator by intercom or administrative message. If the “hit” is for a stolen vehicle, the data room operator will take the “pink and blues” to the service channel. The service channel operator will fill out the recovery information and notify the data room operator when this is completed. The “pink and blues” will be taken back to data room or retrieved by the data room operator.

When the computer indicates a positive (10-29) hit, the communications officer will advise the officer, “possible 10-29”, **stop**, wait for the officer to prepare to copy and acknowledge that he/she is ready to accept the information. Provide the officer with all pertinent information relating to property or person.

Notifications to Other Jurisdictions from the Service Channel:

When a request is received from central records to contact another jurisdiction, a PD 90 form is used to document the request. When the request is received from an officer, the service channel or radio channel operator may send a printout of the officer’s request directly to the data room operator. This printout provides the officer’s name, code number, time of the request and specific request, and serves as the required documentation of the request. These requests will be handled in the following manner:

- The officer makes a request for service
- The information is relayed to the officer via radio
- The officer requests that another jurisdiction be contacted
- The radio operator uses the C1 function key and enters the officer’s unit number, name and rank
- The New Line key is used to move to the free text portion of the format
- The officer’s request is typed in this section
- The C4 function key is used and the information is process and automatically printed in the data room.
- From the information received on this printout, the data room operator sends the “AM” message to the appropriate jurisdiction
- The original printout is attached to the message and filed
- Copies of the request and the message that was sent will be forwarded to the officer who made the request

Subject: DATA ROOM / SERVICE CHANNEL OPERATIONS	Series 3	Number 9	Revised 02/01/08	
--	-----------------	-----------------	-------------------------	--

Criminal History Information Via the Police Frequencies:

QH information may be disseminated via the radio under the following circumstances:

1. The information is needed in the furtherance of an investigation such as
 - a. Substantiating a felony violation
 - b. Involving a suspect in possession of a weapon (i.e., Protective Order, Project Exile)
 - c. Involving a felony shoplifting charge
2. The safety of the officer or the public is at risk
3. An emergency situation exists

The dissemination of misdemeanor or other criminal history information unrelated to the circumstances outlined above, is prohibited. Information that is disseminated must be limited to the specific investigation at hand. Officers requiring **QH** information shall switch to the service channel and request a “QH inquiry”.

Emergency Communications will only run CCH checks for felony convictions when the suspect is in possession of a gun. Any requests for “QH – Larceny” and “QH – Assaults” will be referred to the data room operator.

The following procedure will be followed:

- Police unit will request ‘QH’ inquiry for felony conviction
- Service or radio channel operator will initiate a “QH” check using the menu item “Q”
- VCIN reply will indicate “No Record” or will indicate a record with a “SID” number
- If no record indicated, notify the unit via radio – no further action necessary
- If a record is found, the radio operator will notify the data room operator to run “QR” or provide the “SID” number, requesting officer’s name, rank and code number. This information will be sent using the Administrative Message format
- The data room operator will run the “QR” using the “SID” number. After running the “QR”, the data room operator will check the reply for felony convictions, highlight them, and take the reply to the service or radio channel operator
- The service or radio channel operator will tell the requesting officer whether or not there is a felony conviction or not. No other information or details will be given.
- Misdemeanor information will not be transmitted via radio

If the officer requests a hard copy, send it to the data room to be picked up later by the officer. This is done for security purposes. All other CCH requests must be destroyed immediately after dissemination.